



2024 PERFORMANCE SNAPSHOT

CASE MANAGEMENT



COMPLAINT RESPONSE TIME

3 DAYS



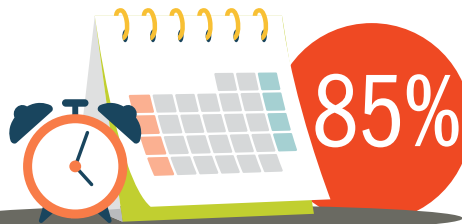
CONSUMER SATISFACTION

93% of consumers satisfied with their Case Management program

16% of CM patients were readmitted to the hospital within 30 days



9 OUT OF 10 of individuals accept Medical case management services



85%

of complaints responded to within timeframe



Click [HERE](#) to view the 2024 Case Management Report