



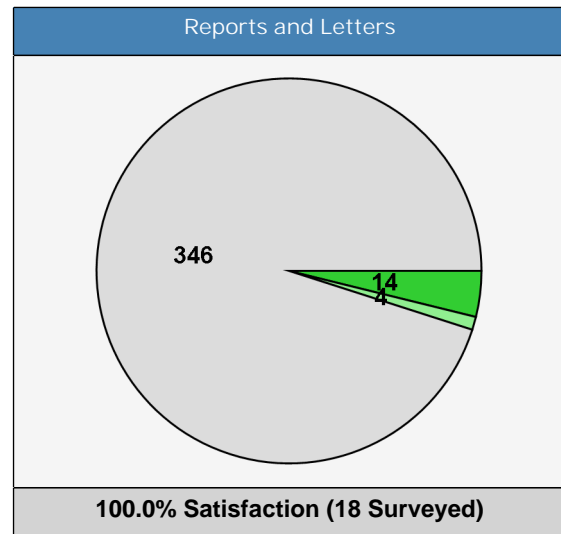
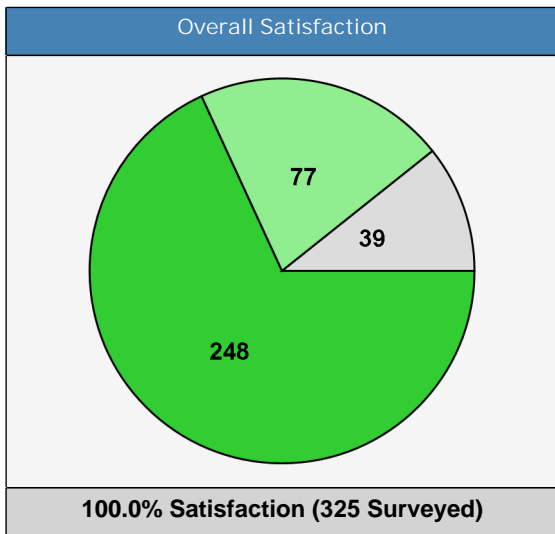
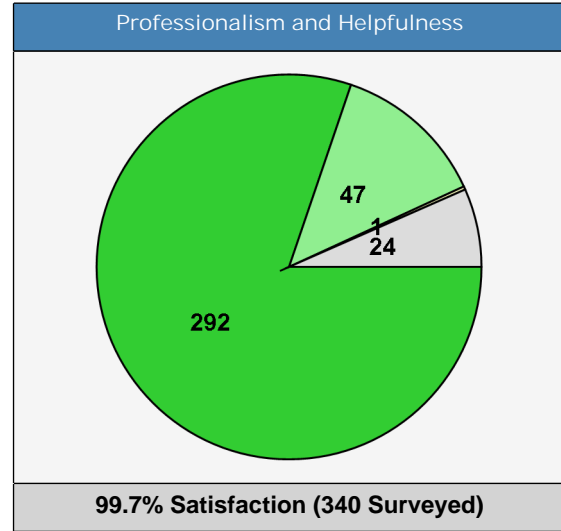
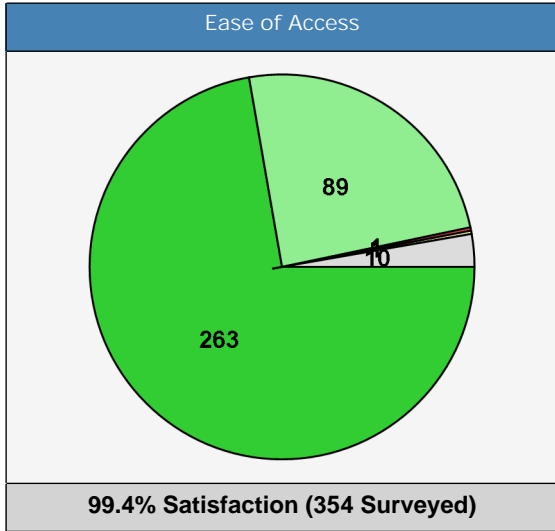
Corporate Care Management, Inc.

Satisfaction Survey Results

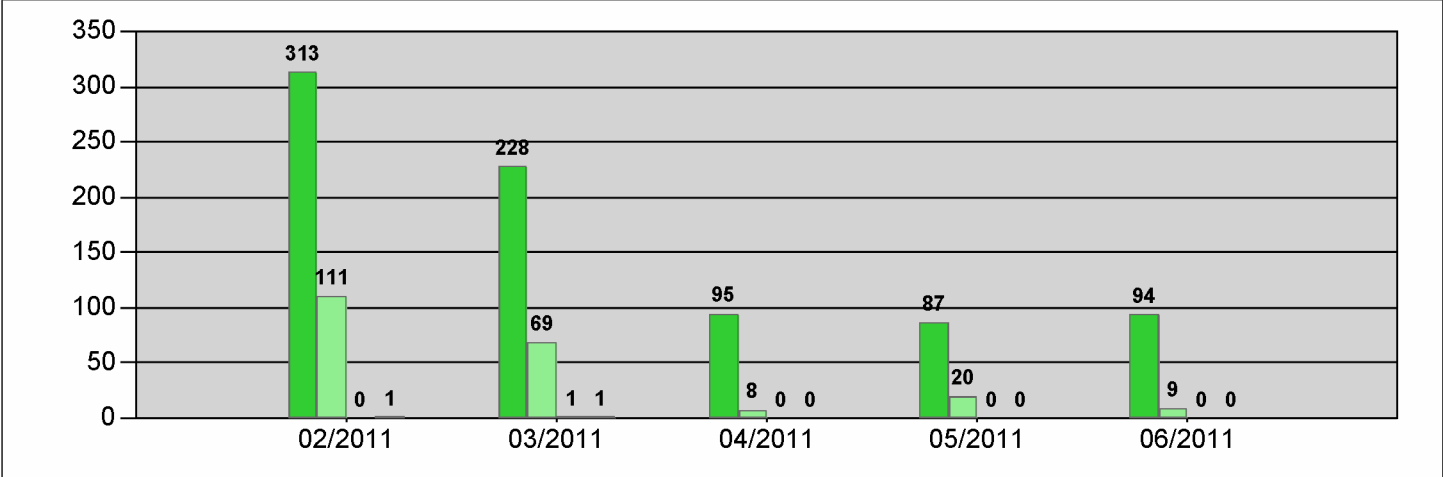
1/1/2011 to 6/30/2011

CCM Client Satisfaction Survey

Very Satisfied
Satisfied
Dissatisfied
Very Dissatisfied
Not Applicable



Satisfaction by Month





Corporate Care Management, Inc.

Satisfaction Survey Results

1/1/2011 to 6/30/2011

CCM Client Satisfaction Survey

Feedback from members, providers, and clients is very important to us. We remind all those calling CCM that they may complete a satisfaction survey at the conclusion of the call. In addition, on a rotating basis each day, CCM staff members ask callers if they would like to be transferred to a survey line at the conclusion of each call. Our website also asks visitors to tell us what they think of our services. Each of the following statements are provided word for word as they were left on CCM's Satisfaction Survey tools. Only those giving written or verbal permission to publish their comments appear below. We hope you will enjoy reading these comments and leave a comment on CCM's Satisfaction Survey at:

www.corporatecaremgmt.com

Date	I Am Described As	Comments
06/22/2011	Provider or Provider Staff Member	The person that I worked with, I was very pleased with and I mentioned it to her because there aren't many people who would take such an interest in the patient and their symptoms and what they will benefit from in physical therapy. The person I spoke with was right on with helping to direct and guide the patient to what services she would benefit from.
06/20/2011	Claims Adjuster or TPA Staff Member	CCM is WONDERFUL!!!!
06/17/2011	Patient or Family Member	Without Brenda's help, I would be lost. She does more than my lawyer does, so she is like my rock. Thank you.
06/17/2011	Employer, Plan Sponsor or HR Representative	I feel like the nursing case management we receive is invaluable. CCM's case managers always keep our claimants who are off on workers' compensation a top priority and many times are able to save our firm vast amounts of money because of their diligent oversight of our cases. CCM's case managers also are very accessible, which makes my job a lot easier. I am especially impressed with Ann, and how she has been aggressive in speaking to our claimant's doctors to insure that injured employees are diagnosed with the correct degree of disability, and other areas within the medical treatment guidelines. I am just happy to actually have a vendor that seems to make our firm feel like we are their best client, and the return for our money seems to be worth it. Thank you.
06/17/2011	Employer, Plan Sponsor or HR Representative	Work with Deb CG and Ann L on WC claims - they are great!!!
06/16/2011	Provider or Provider Staff Member	I called for an authorization for a patient's CAT scan. Everything went very smoothly.
06/09/2011	Provider or Provider Staff Member	Very easy to get through, very helpful and very quick.
06/03/2011	Provider or Provider Staff Member	The agent that I spoke with was very friendly and positive and answered all my questions well and was very helpful.
06/03/2011	Provider or Provider Staff Member	Maggie was very professional, helpful and timely getting back with us.
06/02/2011	Patient or Family Member	Katie was extremely helpful and made us aware of things we needed to do.
06/01/2011	Patient or Family Member	Thank you to the help Nurse Katie gave.
05/31/2011	Provider or Provider Staff Member	My experience has actually been wonderful! The case manager is Donna, who assisted me with a child in our inpatient unit and treated me with respect; she had empathy for the child and the situation. She treated myself and the family as an insurance company should, as a human being. She was very respectful and I really appreciated it. I wish other people would treat us the same way as Donna and your agency did. Thank you.
05/26/2011	Provider or Provider Staff Member	I always have professional representatives on the other end of the phone. I am very satisfied with Corporate Care.
05/26/2011	Provider or Provider Staff Member	Very Satisfied
05/26/2011	Provider or Provider Staff Member	I always have professional representatives on the other end of the phone. I am very satisfied with Corporate Care.
05/24/2011	Provider or Provider Staff Member	Efficient, comprehensive, good customer service.
05/20/2011	Provider or Provider Staff Member	The rep was very helpful, I was very satisfied with the phone call, her mannerism, and how she handled the call. She was very helpful, very patient.
05/13/2011	Provider or Provider Staff Member	Very satisfied. The women I spoke with was very professional, spoke very clearly, I understood every word. The information that she needed to take from me was very clear to give her the answers and a very pleasant, pleasant women to work with. It was a pleasure for today. Thank you.
05/11/2011	Provider or Provider Staff Member	Fast, efficient and professional.

05/10/2011	Patient or Family Member	<p>She was very helpful and straightened out a lot of stuff. I recommend her highly. She really helped me a lot.</p> <p>Deb helped me immensely. I would call her in a minute for anything. Excellent professionalism.</p> <p>Deb was very considerate finding out I had a broken foot and then when I couldn't go back to work for another week, after my 6 week period. She was very understanding and helped me get through it all and she wanted me to check with her the Friday before I came back to make sure I had no problems and she has been in contact with me ever since I have been back to work, to find out if I've had much pain. You don't see that very much anymore. Great employee!</p>
05/09/2011	Provider or Provider Staff Member	They all do a great job!
05/09/2011	Patient or Family Member	<p>It was very easy to get through to speak to someone and get authorization for the radiology procedure that I was calling on. I am very satisfied with the speed and the service and the pleasantness of the girl that I spoke with. Thank you.</p> <p>Gabriella is my representative at extension 308. She has been an angel and has assisted me beyond my belief. I have been struggling with a medical illness for some time and I never ever experienced anyone who has been as helpful, reassuring, protective in a positive way and forthcoming with as much information as possible. She researches information. She puts to me, information that is clear, concise and that I understand and if I have any questions, I can call and she phones right back immediately and her accessibility is fantastic. I cannot say enough good about this woman and she deserves a lot of credit anyway she can get it. So I appreciate her very much. You can use my name Shawna Cohen and I would be very happy to vouch more than I have for her.</p>
04/29/2011	Claims Adjuster or TPA Staff Member	Each and every single one of you Rock the CCM house!!!! Today a HUGE kudos to Julie, who stopped whatever she was doing to assist in an urgent priority that was requested by the plan. Thank you!!! I am grateful that we are a team and accomplish what we do... EVERYONE deserves a huge kudos!!!! Thank you for continued outstanding support!!
04/28/2011	Provider or Provider Staff Member	Yes, I found Gabriella to be extremely helpful in getting authorization for our patient and in helping us to pursue that as quickly as possible. Thank you.
04/28/2011	Patient or Family Member	My representative was very accessible, prompt to respond with answers and was always reliable. When she said she was going to call back - she always did at the time she stated.
04/27/2011	Patient or Family Member	My case manager is named Angela and I have been in an appeals process now for probably three months, however, Angela has been very forthcoming and always contacted me in a timely fashion to let me know the status of my appeals and just has been very complete and knowledgeable of the entire process and extremely helpful, pleasant and professional to work with.
04/21/2011	Provider or Provider Staff Member	I needed prior authorization for an MRI of the shoulder. I did not have the correct phone number so I called the number on the card, 315 exchange number. The girl was very quick and polite and gave me the correct number. I called that number. I spoke with Lisa in your department there and she took my information and she got me off the phone with an authorization number in less than 5 minutes, which to me is excellent because we are usually on the phone for 20 plus minutes. Very satisfied with the help, Lisa was super professional and very courteous and I enjoyed very much calling you company as much as anyone could enjoy to get prior authorization. It was painless and fast and efficient.
04/21/2011	Provider or Provider Staff Member	Yes, the representative I spoke to was very kind and very understanding and told me exactly what I had to do for the patient. I was very satisfied. Thank you.
04/20/2011	Provider or Provider Staff Member	Very easy to access, quick, not a wait on the phone. Very accommodating.
04/18/2011	Provider or Provider Staff Member	I was very satisfied with the referral process.
04/15/2011	Provider or Provider Staff Member	Yes, I spoke with Shari and I'm calling from a hospital. I got through very quickly and she was very polite and helpful and it made the experience much better. Sometimes you are on hold forever, trying to get through to these insurance companies. So I was very satisfied.
04/14/2011	Provider or Provider Staff Member	Every time we have to call for a referral or any help from your staff, they're always excellent and it's appreciated because most of the time we want to pull our hair out.
04/13/2011	Provider or Provider Staff Member	The representative was very helpful and polite.
04/07/2011	Patient or Family Member	I have been dealing off and on, since diagnosis in late November, with Angela Casey and she has really been a big help and has gotten me through this breast cancer thing in areas I did not have any expertise or know where to turn and dealt with the insurance company and my questions. I have no problem at all with recommending you to other people within the union, should they have any problem. I was especially pleased with Angela and wanted you to know it.
04/07/2011	Provider or Provider Staff Member	Yes, RMSCO is one of my favorites when I am calling in for my authorizations or any questions I might have. I always love RMSCO. The ladies are always very professional and very nice. Thank you for your services.
04/07/2011	Provider or Provider Staff Member	Everyone was very friendly, very cooperative and I got my answer ASAP.

04/06/2011	Provider or Provider Staff Member	I was touched by Gabriella, who is at extension 308. I am an occupational therapist at the Clinton County Health Department home care unit. She was very helpful in securing for me an additional visit for this man in respect to his orthopedic rehabilitation and I feel due to her sensitivity, he was able to receive that 2nd visit in the home which was enough, I believe, to review all of the different areas in terms of his safety and things like that. He was a much safer person with far fewer risks in terms of complications or issues with the actual surgery.
04/05/2011	Patient or Family Member	We had some issues over getting my dentist covered through the medical part of my plan because this is not a dental surgery. Jennifer, who I worked with, went above and beyond any requirements for her to get that surgery pushed through so it was covered under medical. I appreciate her efforts so much! She is heaven sent and such a wonderful person to work with. I don't know what I would have done without her. So thank you so much.
03/30/2011	Provider or Provider Staff Member	RMSCO very efficient and very accurate insurance company. When I call in for auths I am very satisfied with the response. I always like to do business with them, thank you.
03/30/2011	Provider or Provider Staff Member	She was great to do the MRI with.
03/30/2011	Provider or Provider Staff Member	When I asked for benefit information for my patient, it was done professionally and in a timely manner and I had a very good experience with that. Thank you.
03/30/2011	Provider or Provider Staff Member	I wish that all insurances were this easy and very helpful when I call for referrals for patients and precerts.
03/30/2011	Provider or Provider Staff Member	I have always had prompt and courteous service whenever I've called for any information.
03/28/2011	Provider or Provider Staff Member	The person that helped me was extremely knowledgeable she was quick and she knew what she was doing so the right questions were asked and I was able to be done with her in less than three minutes.
03/28/2011	Provider or Provider Staff Member	I was very satisfied I had called RMSCO regarding this policy, never had to get referrals to other practices, Lisa took the time and effort to explain to me the policy the patient has, how it works, how we get it, gave the referral I needed so we can get the patient the care that was prescribed by the providers here. She is an excellent employee, nice and understanding; even though I think I was a dork. Thank you very much it was a nice experience with your insurance company which believe me working in a Dr's office isn't always a pleasant experience. RMSCO and Lisa seemed to get an "A" today.
03/28/2011	Patient or Family Member	I found our case manager to be very kind and compassionate and attentive, helpful and informative. She knew, she knows her business and we appreciate her efforts.
03/25/2011	Provider or Provider Staff Member	Lisa was very helpful with the time that I was on the phone with her.
03/25/2011	Provider or Provider Staff Member	I was seeking an authorization. I am a nurse, I do admissions for sub-acute in patient rehab at Haywood Hospital in Gardner, Mass. I spoke with Shari today, it is Friday the 25th and she could not have been more professional and kind and helpful and she really made my day today. Very professional and I couldn't be happier. Thank you.
03/25/2011	Provider or Provider Staff Member	I worked with a lady named Shari. She was very helpful, very accommodating, professional and pleasant. Thank you.
03/24/2011	Provider or Provider Staff Member	Gabriella, the nurse that I dealt with for this specific patient, was very helpful and very efficient and our request to get an urgent MRI authorization and also in giving us another authorization for radiation treatment. She was very efficient and very fast.
03/24/2011	Provider or Provider Staff Member	I was very satisfied with the entire experience.
03/24/2011	Provider or Provider Staff Member	The representative was very friendly. I got my 2 authorizations done in less than 10 minutes. I was very impressed
03/24/2011	Provider or Provider Staff Member	She did a wonderful job. It was almost an enjoyable experience to do a review with somebody who is so professional and easy to work with. It was an enjoyable experience working with Jennifer and she was very professional, asked appropriate questions, very good feedback and insight to us. It was not adversarial in any way. I was easy to get in touch with her, which is a rare and enjoyable experience to be able to talk with the reviewer live. Overall I could not be more pleased. I wish we had more cases that we could do with your insurance company because I actually enjoyed and looked forward to dealing with. Jennifer was just wonderful, knowledgeable, professional, polite, and friendly. I asked appropriate questions, got good insight and feedback. I can't compliment her enough. Thank you.
03/18/2011	Patient or Family Member	My representative, her name is Barbara, Janet, excuse me. She is wonderful to work with - she cares and she follows up and I really enjoy talking to her and working with her. Thank you.
03/18/2011	Provider or Provider Staff Member	I was very satisfied with the call, very quick and easy to get a referral.
03/18/2011	Provider or Provider Staff Member	Very satisfied - Thank you.
03/18/2011	Provider or Provider Staff Member	I received an authorization back very quickly.
03/18/2011	Provider or Provider Staff Member	My experience with your insurance agency is excellent. It's very easy to get through and your reps are very personable.

03/18/2011	Provider or Provider Staff Member	The representative, Janet, was very courteous, very helpful and I was very satisfied with the service today.
03/17/2011	Provider or Provider Staff Member	It was very easy to get through to speak to someone and get authorization for the radiology procedure that I was calling on. I am very satisfied with the speed and the service and the pleasantness of the girl that I spoke with. Thank you.
03/17/2011	Provider or Provider Staff Member	The people I speak with are always very pleasant, courteous and helpful.
03/17/2011	Patient or Family Member	Donna has been contacting me on a regular basis, she is very thorough and listens to my concerns. Has followed up promptly on any of my major requests and I have been very pleased with the competency and the care I've been given through the Corporate Care Program.
03/15/2011	Broker or Consultant	I was very pleased with our client meeting and the role that Alesia played in the meeting. She was very clear and responsive to the client's questions. I also felt although we have not worked together before that we were able to complement each other during the meeting. Alesia was well prepared for the meeting.
03/15/2011	Claims Adjuster or TPA Staff Member	CCM staff is so impressive. I find them to be very helpful, knowledgeable, and very well prepared when we co-present to our clients. Feed back is always positive and the presentation is always exceptional with valuable information. In particular I have worked with Barb, Alesia and Nurse Katie and can't say enough about each of them. They are all professional, responsive and very positively represent CCM. Just prior to a meeting planned for last week, a last minute emergency situation came up for Alesia that could rightfully have allowed her to cancel. Instead, she took the 3.5 hour drive to present to a new client, to then, turn around and go back to meet family obligations. I, as well as the client and AE, very much appreciated this display of going 'over and above'.
03/14/2011	Employer, Plan Sponsor or HR Representative	We are thoroughly pleased with the level of service that CCM provides. Their level of engagement exceeds our expectations. Detailed, pleasant and knowledgeable are just a few words that I can use to describe CCM's team!!! Thank you for all that you do!
03/14/2011	Patient or Family Member	I'm very satisfied - Brenda W. has been awesome. She's just a wonderful woman and I thank her very much.
03/14/2011	Provider or Provider Staff Member	Very Professional
03/14/2011	Provider or Provider Staff Member	I really do wish that there was a quicker way to get these referrals, usually we get these referrals the day the person is going to leave the hospital and now it's like 2 o'clock in the afternoon and we're an hour and half from the hospital so admission will be late. I was told you have 24 hours to get back to us, so I suppose from your end it went quickly but from our end of an intake facility and a hospital trying to discharge somebody, it was a lengthy process.
03/14/2011	Patient or Family Member	I work with a Miss L, I believe her name is Ann. I am sorry I don't have the note right in front of me. Yes, it was Ann L and we were having a problem with Medfocus getting me properly scheduled and providing me authorization of an MRI for my left hip through Dr. D's office. Miss L was very thorough and very helpful and I thought she was truly an advocate on my behalf to make sure I got prompt service from the company that was contracted through comp, Medfocus, to make sure they were doing all they could do to help me. I am very satisfied with the overall experience. Thank you very much.
03/14/2011	Provider or Provider Staff Member	The service representative, Donna, who I worked with a few times, has been incredibly kind, incredibly professional, very very knowledgeable, extremely explicate in terms of directions of what we needed to do in order to have things covered. Over the top impressed.
03/11/2011	Patient or Family Member	It's been wonderful, they have been wonderful with me. It's been very easy to get a hold of someone, a representative to help me. I am very satisfied with the representative that I have worked with - her name is Donna G. and she is my case manager and she has been extremely helpful for me. Donna has been there for everything right through the beginning and I hope that she will carry me right through the end. I am very satisfied with CCM. My experience with Donna G., my case manager through the insurance company, has been an extreme blessing. Donna has been with me right from the beginning and carried me through and is still with me today. Donna was there through all the questions, the hardships, there was no wait a minute and I will get back with you. She was extremely helpful to me. I am a patient who just was declared terminal through my hospital and my doctor. I have cancer and it has been an extremely difficult time in my life and I don't know whether I could have made it through without the assistance that kept me from having ungodly bills. Donna has steered me in the right direction and has been there for me. I just can't tell you how much I appreciate the assistance, the personal care that I feel, that I receive. I would recommend this insurance to anyone. I really appreciate all that you've done and all that your representative has done for me. Once again I would like to thank the company and personally thank Donna G. Thank you very much.
03/11/2011	Provider or Provider Staff Member	The representative that I spoke with, Maggie, was very understanding and sympathetic to my explanation, as I tried to illustrate the complexities within the care of the individual we're serving.
03/11/2011	Provider or Provider Staff Member	Gabriella, ext 308, was very helpful. I faxed over details about a hospital admission. She was very thorough and within a couple hours she had an authorization and the patient was admitted. The doctor was very pleased and just to let you know thank you for your business.

03/10/2011	Provider or Provider Staff Member	Very Satisfied
03/09/2011	Provider or Provider Staff Member	The phone was answered promptly. I got somebody that knew exactly what they were talking about. They referred me to a nurse. I left the paperwork I needed and faxed it over. She got back with me promptly. That was wonderful.
03/09/2011	Patient or Family Member	I've worked with Angela C. for many, many months and she did allow me to do email with her which allows me to send out my concerns at any hour and I know she will get it when ever she can. Of course we corespond by email and phone. Angela has been very helpful. I couldn't ask for anybody any nicer to respond to our concerns about coverage, about patient's care. Anybody that gets her is very lucky. We are 100% happy with her, better than 100%. She couldn't do any more than what she is doing. We appreciate what she has done to date. Thank you very much. Bye .
03/09/2011	Provider or Provider Staff Member	I contacted CCM to make arrangements to change an actual benefit for a 2 year old child injured in a tramatic injury who didn't have acute rehab care benefits and needed acute rehab care. I was able to use SNF benefit with the help of Angela, who is very knowledgeable and I appreciate her help in getting the child what he needed to get better.
03/02/2011	Provider or Provider Staff Member	Received a call back within the first day of our request. Follow-up gave us what we needed and helped us with any questions that we had. She was very good, Gabriella, we were very satisfied with her help today. Thank you.
03/02/2011	Provider or Provider Staff Member	Very nice and very helpful.
02/23/2011	Provider or Provider Staff Member	I spoke to Kathy, a case manager and explained a process we were trying to get approval for, that was unrelated to a previous protocol process and she was very helpful. She understood exactly what I was talking about and she agreed to help the other person working on the case to understand the situation.
02/23/2011	Patient or Family Member	It was a very good experience. Jennifer was very helpful and kind and provided what we needed when we needed it.
02/23/2011	Provider or Provider Staff Member	Janet S. has been extremely helpful in taking care of this case. Although the case is not yet resolved, she has been very helpful, very professional. When the case is resolved I will give an overall rating at that time. But in the meantime, dealing with her has been a good experience, a very good experience. Thank you.
02/22/2011	Provider or Provider Staff Member	Very easy to reach, very east to get a hold of and very responsive.
02/22/2011	Provider or Provider Staff Member	Very satisfied - Quick and fast.
02/22/2011	Patient or Family Member	I am very satisfied with the work here. They call me continuously to find out what is going on with my health and what coverage I have. I couldn't ask for better people to help me out in this situation I have.
02/14/2011	Provider or Provider Staff Member	The experience was very good. I got right through and got everything I needed from a very nice person.
02/14/2011	Patient or Family Member	I find Angela C. my case worker, to be very curtious, kind and compassionate. She is a wonderful person. She did exactly what she said she was going to do. Followed up at exactly the times she said she would. She is terrific. I am very satisfied with her. Thank you.
02/14/2011	Patient or Family Member	Well, when I was in Albany and they were taking too long to refer me back to Utica for a nursing home. They kept dropping the ball, calling up and saying it was this one's problem and that one's problem, saying someone else wasn't there, they weren't answering the phone. I was lying in Albany hospital way too long. I called Kathy and told her what was going on and how I needed to be in New Harford. Within 24 hours it was settled and we were all back. I just can't thank her enough. It was terrific.
02/11/2011	Patient or Family Member	Angela C. calls in and checks in with me and she is really helpful and easy to talk to.
02/11/2011	Provider or Provider Staff Member	No problems, when I called I got right through.
02/11/2011	Provider or Provider Staff Member	It's fine, we are happy with your services.
02/11/2011	Patient or Family Member	Brenda and my representative have been wonderful. She has answered all my questions and she has helped me out quite a bit. I have been extremely satisfied with the professionalism given to me and the caring. I am very happy.
02/09/2011	Provider or Provider Staff Member	Well, she was very professional and asked the key questions and appeared supportative to the client and I think used good judgement. Thank you.
02/07/2011	Provider or Provider Staff Member	Very helpful - Referral no more than 3 seconds to do and I was satisfied with all the help she had given me.
02/07/2011	Provider or Provider Staff Member	No complaints
02/07/2011	Provider or Provider Staff Member	Would have liked more information on the benefit cards as far as where to call for authorizations.
02/04/2011	Provider or Provider Staff Member	Very Satisfied

02/04/2011	Provider or Provider Staff Member	Very quick service
02/04/2011	Provider or Provider Staff Member	Representative was very helpful and quick to process the request
02/04/2011	Provider or Provider Staff Member	Well I didn't have a couple of the codes looked up myself and she was very helpful in helping me do that, and was friendly the whole time and I had good experience.
02/04/2011	Provider or Provider Staff Member	The representative was very helpful and cooperative in helping me with diagnostic codes and everthing, and I was glad we actually had to use this system because you guys were very helpful.
02/04/2011	Provider or Provider Staff Member	Phone call was answered very accurately and all questions were answered very accurately.
02/03/2011	Provider or Provider Staff Member	I call on multiple appointments for precerts and I always have a very friendly person on the other end that is always very helpful.
02/03/2011	Provider or Provider Staff Member	Lisa was very nice, she's not as rude as Janet is or has been in the past. Thank you.
02/02/2011	Provider or Provider Staff Member	I feel it was very quick and efficient today-no complaints thank you.
02/02/2011	Provider or Provider Staff Member	Long wait
02/02/2011	Provider or Provider Staff Member	Representative was pleasant, helpful, efficient went through referral process very quickly.
02/02/2011	Provider or Provider Staff Member	Overall very satisfied. Time on hold very minimal, person I spoke with was very courteous
02/02/2011	Provider or Provider Staff Member	Everyone acts very professional and are always very helpful
02/02/2011	Provider or Provider Staff Member	She was very nice and easy to deal with
02/02/2011	Patient or Family Member	My telephone call was answered promptly, the service rep was extremely helpful and took time to answer all my questions.
02/02/2011	Provider or Provider Staff Member	Satisfied
02/02/2011	Provider or Provider Staff Member	I've had a very good experience with the girls at RMSCO.
02/02/2011	Provider or Provider Staff Member	It was very, very easy to obtain a referral for this client, the only difficulty was I had to be transferred 3 times in order to get ahold of this particular office.
02/02/2011	Provider or Provider Staff Member	Very satisfied
02/02/2011	Provider or Provider Staff Member	Excellent customer service. The lady I spoke to was excellent. "Excellent as a matter of fact."
02/02/2011	Provider or Provider Staff Member	I was very impressed with service all over as far as talking to a customer service rep, to faxing in for medical necessity and response from CCM for me to get my authorization.
02/02/2011	Provider or Provider Staff Member	Rep was quick and delightful to talk with.
02/02/2011	Provider or Provider Staff Member	Good times.
02/02/2011	Provider or Provider Staff Member	Very helpful and informative
02/02/2011	Provider or Provider Staff Member	Very good.
02/02/2011	Provider or Provider Staff Member	The representative was patient, kind, very knowledgeable and extremely helpful with all the information and questions I needed.
02/02/2011	Provider or Provider Staff Member	The representative was very good. She was very courteous, very professional and knew her job very well and was very helpful in assisting me. Thank you.