

MED3000	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	% Agree or strogly agree
REFERRAL & MEDICAL MANAGEMENT DEPARTMENT				
The referral coordinator staff responds to calls in a knowledgeable, professional and timely manner.	22/27	4	1	81%
Questions regarding referral/authorizations, including those deferred through Infosorce, are handled quickly and appropriately.	22/27	3	2	81%
Referrals sent to Medical Review are responded to in a professional and timely manner.	20/27	5	2	74%
Authorization determinations are consistent and reflect medical necessity.	20/27	5	2	74%
Requests for Medical Records are stated clearly and specifically.	23/27	3	1	85%
The staff is professional, courteous and helpful.	24/27	3		89%
CUSTOMER SERVICE DEPARTMENT (ELIGIBILITY)				
Phones are answered promptly.	22/27	4	1	81%
Claim questions/issues are thoroughly researched, and findings are communicated in a timely manner.	21/27	4	2	78%
The staff is professional, courteous and helpful.	24/27	3		89%
INFOSOURCE & ELECTRONIC FILING DEPARTMENT				
The staff responds to calls in a knowledgeable, professional and timely manner.	20/27	6	1	74%
Adequate on-site training is provided to your staff.	20/27	6	1	74%
The staff is professional, courteous and helpful.	22/27	5		81%
CLAIMS DEPARTMENT				
Claims are processed accurately.	18/27	5	4	67%
Claims are processed in a timely fashion.	21/27	4	2	78%