



# Chiropractic Associates of Minnesota, LLC

## CLIENT QUESTIONNAIRE RESULTS

### **1. Was the review performed in the time frame promised?**

Agree: 90%      Neither Agree or Disagree: 5%      Disagree: 5%

#### **Comments:**

- Excellent! Very pleased with the timeliness
- Everything was done very quickly – I delayed things some by not having billing records at first, but after I got them to you, report done exceptionally quick.
- We had to wait for the final notes from the treating provider, but after they were received, the review was completed quickly
- Appreciate prompt turn around time.
- Took 2 weeks for the review but I understand the delay was due to some staff being on vacation & this did not cause a problem.

### **2. Did the review address all of the questions you had about the care provided?**

Agree: 100%      Neither Agree or Disagree: 0%      Disagree: 0%

#### **Comments:**

- I appreciate the thoroughness of the answers & all questions asked were addressed/answered specially.

### **3. Was the review result report in a format that was easy to read and understand?**

Agree: 100%      Neither Agree or Disagree: 0%      Disagree: 0%

#### **Comments:**

- Would like to see review “stand alone”. ie: other than an answer of yes or no repeat the question so review stands alone.
- Reader should not have to have questions in order for result to make sense.

### **4. Was the amount charged for the review reasonable?**

Agree: 93%      Neither Agree or Disagree: 7%      Disagree: 0%

#### **Comments:**

- Bill went to insurance-I am not sure.
- Did not see bill – went directly to insurance
- Bill sent directly to insurance
- Insurance adjuster agreed with this also
- Unknown but in past very appropriate; reasonable. Thank you.
- Unknown. Bill goes to claims representative.

### **5. Will you consider using CASD to perform reviews in the future?**

Agree: 100%      Neither Agree or Disagree: 0%      Disagree: 0%

#### **Comments:**

- Yes, depending on referral (Insurance Company) decree. We make recommendation. They have final decision.



# Chiropractic Associates of Minnesota, LLC

## **CLIENT QUESTIONNAIRE RESULTS**

### **Additional comments?**

- Reviews are helpful in making decisions whether to seek second opinions for treatment. Thanks
- Thank you for your help! Case managers appreciate having access to chiro review!
- I was very satisfied with this entire process & promptness of a completed report. I also appreciate seeing rationale for answers & not just “yes/no”.
- Reviewer allowed treatment for diagnoses other than the claim allowed condition vindicated in the cover letter.
- I have sent several reviews, and have always been pleased with the review and service. Sally was very helpful.