



Jigsaw Diagnostics

Pediatric autism diagnosis and path to services without the wait

Jigsaw Diagnostics* provides:

- **Accurate** comprehensive autism evaluations conducted by a licensed pediatric clinical psychologist with extensive experience in telemedicine autism evaluations.
- **Convenient** telehealth evaluations done from the comfort of the family's home, minimizing disruption to parents and child, and allows for more accurate observations of the child's natural behaviors.
- **An affordable**, unique, technology enabled, and efficient process, which reduces operating costs and potentially results in savings for members.
- **A fast**, scalable process which allows patients to skip long waits and be seen and evaluated in as little as two weeks.

Who this serves:

- Members with concerns about their children related to autism and/or developmental delays
- Ages 18 months up to and including 8 years old
- Families living in California
- Families who are predominantly English- or Spanish-speaking

What to expect:

The family will:

- Start with an initial consultation and eligibility check.
- Complete the online questionnaires and upload prior records and child videos.
- Complete up to a 3-hour video evaluation with a clinical psychologist, including receiving feedback on findings and recommendations.
- Receive a written diagnostic report within 1 week, which is often required by insurance to authorize therapy.

Testimonials:



"We would 100% recommend Jigsaw to others and will go back to Jigsaw for any future evaluations we need. I literally felt like I had

been shouting into the abyss for years because nobody would listen to us or give us answers. Finally getting answers from Jigsaw was one of the best days we've had in the last few years. We were having a tough time getting an assessment, and wanted guidance on how to help [our son], especially because we saw what a difference early intervention made with his sister. Jigsaw validated our concerns, gave us guidance on next steps, provided resources, and delivered above and beyond what we hoped. They took us into consideration as parents, and gave us resources for how to handle being parents of neurodivergent kids (like online support groups, and how we can talk to our son's peers and our family members about what's going on with him). Now knowing we can reach out to online communities of parents going through the same thing, we don't feel so alone.

Jigsaw had great communication through every step and we never felt rushed. They were incredibly quick to get us scheduled, send us the report, and to answer our questions. I found the online evaluation very appealing because of our son's sensory issues. Being able to be in his own home where he feels safe and comfortable was the biggest draw for us. Also we've had a lot of positive telehealth experiences like Zoom speech therapy and we've witnessed even orthopedic-related injuries diagnosed over Zoom. We were confident that our son had a quality evaluation with Jigsaw and the report we received was easy for us to understand. The report was very personal and meant specifically for our son and our family."

Desiree, Mom of a 5-year old boy



"True to what they said, within a week, Jigsaw provided a comprehensive evaluation for

my 2-year-old son. Scheduling an appointment was super easy; after calling about 50 providers, Jigsaw was the first to contact us back. Dr. Abrams and Dr. Berry had great demeanor; they were very approachable, kind, and empathetic; they just made me feel really comfortable. I never felt rushed or put aside, they never seemed tired of me asking questions, and they took time to explain. They had a good personal touch, even with emails, and were very timely in responding comprehensively; they even left it open for dialog and additional questions.

With Jigsaw's diagnosis and report, my 2-year-old was able to start ABA therapy; I didn't get any pushback from the insurance company on Jigsaw's diagnosis nor their report. Jigsaw was very helpful in delivering on the assessment to get the crucial support my son needed. If I went other routes, I would have had to wait a minimum of 2 months to get a diagnosis my insurance company would accept to start therapy. The fact that Jigsaw could do everything so quickly (appointment within a week, diagnosis within a week) was huge, and made the biggest difference!"

Kwang, Dad of a 2-year-old boy



"My healthcare provider recommended Jigsaw to me after I contacted 4 other providers

multiple times and never heard back from them. I'm so glad that I found Jigsaw; they were available and had a streamlined process. Now that I've worked with Jigsaw, I would recommend them because it was easy to schedule the evaluation, they were very thorough in their knowledge, and I loved that both Dr. Abrams and Dr. Berry were super communicative and easy to get a hold of. Dr. Berry went above and beyond in addressing my concerns. The resources that we got from Jigsaw were like night and day compared to the in-person assessment that we got with another provider.

Jigsaw's care plan was very detailed and specific. It's like the "Dummies" guide book. This invaluable golden ticket provided what the immediate next steps were for me to take and told me which specific nearby services to contact. They even provided resources for the whole family (for parents and my other child) and recommendations on activities I can do at home. I initially wasn't keen on a telehealth evaluation because I didn't know how you could evaluate for autism on Zoom, but the evaluation exceeded my expectations; it was a really thorough evaluation with the questionnaires I filled out, the detailed interview she had with me, and the play time with my child she could see. I felt like with their process there were a lot of pieces to a puzzle they put together and nothing was missed."

Tiffany, Mom of a 3.5 year old girl

Contact Jigsaw Diagnostics today:

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* Jigsaw Diagnostics is an independent company providing consultation and evaluation services on behalf of Anthem Blue Cross.

<https://providers.anthem.com/ca>

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