

member SNAPSHOTS

1 ...the daughter of an 87-year-old member with a history of several chronic, debilitating medical conditions, multiple falls, and ER visits, frequent urination, and nocturnal incontinence kept being told by her mother's physician's office that the health plan did not cover incontinence supplies. The Case Manager assured her that the plan did cover incontinence supplies and necessary durable medical equipment, and that the Case Manager would help her to obtain them. Within four days, the supplies were delivered. The Case Manager followed up with the member's daughter who expressed her profound appreciation. She added: *"When you first called us, I almost declined to participate in the program because I thought, 'what can this nurse do to help us over the phone?' Now, I know what you can do, and you called when we needed it the most. Thank you, God, for sending me this nurse."*



2 ...Case Managers coordinated treatment with a new psychiatrist and arranged transportation during a member's transition into Cal MediConnect.

3 ...a 92-year-old member denied having any medical conditions or needs, but based on information in the system it was discovered she had chronic kidney disease stage III. The health plan was able to educate the member on her condition, expedite an In-Home Supportive Services (IHSS) referral, and set up an appointment with her new primary care physician.

4 ...a previously independent 73-year-old woman was passively enrolled into Cal MediConnect. Home supports and Care Plan Options ensured her safe discharge home alone from a skilled nursing facility after rehabilitation from lumbar surgery. In-Home Supportive Services and Community-Based Adult Services referrals were made and services are now in place. The member has remained safe and is able to be home, rather than institutionalized.



5 ...a Case Manager picked up a wheelchair and delivered it personally to a member at a skilled nursing facility so the member could be safely discharged home.

member SNAPSHOTS *continued*

6 ...a member who was experiencing great anxiety and worry as a result of being moved into Cal MediConnect found all the changes overwhelming and didn't know where to start in continuing her care. The Case Manager informed the member of her plan benefits, recommended providers, and reassured her that the health plan would be available anytime she had a question and/or request. The member expressed her gratefulness that the health plan was looking out for her best interests.

7 ...while conducting a follow-up wellness call, a member expressed her gratitude for the health plan with helping her quit smoking and going the extra mile to help her.

8 ...a member was discharged from the hospital without a follow-up appointment. After five days of being unable to reach the hospital's clinic, the health plan located an in-network physician to see the member within 24 hours and arranged transportation to avoid a rehospitalization.

9 ...to ensure an 83-year-old, Tagalog-speaking member's care was properly coordinated in the long run, he was assigned to a Tagalog-speaking Case Manager.

10 ...a Case Manager arranged for an urgent appointment including transportation for a member with multiple admissions and ER visits to establish her newly assigned primary care physician. The member was able to renew prescriptions, obtain supplies, specialty referrals, and has not been readmitted.

11 ...a homeless schizophrenic with a history of several suicide attempts and non-compliance with his psychiatric medications had not seen a physician in years. The health plan was able to coordinate care with his new primary care physician and psychiatrist. Now the member understands the importance of remaining compliant with his medications and even checks in with the health plan at least once a week to assist with coordination of his medical care. Through interdepartmental teamwork, the member has accomplished more in a month than he has in the past several years.

12 ...a health plan was able to get an existing durable medical equipment company to continue to supply a member with oxygen and supplies until new orders could be received from a new primary care physician.

