



OUR NURSES MAKE A DIFFERENCE

A parent's son gets the help he needs

CASE STUDY

A parent dealing with a child's lengthy illness can bring about not only worry about their son or daughter, but also financial anxiety.

AmeriHealth Administrators plan member David and his wife Diana were facing the daunting challenge of their son's care and paying the medical bills. They did what they could to make ends meet, but were constantly fretting over the next medical bill, and how they would juggle caring for their son. During this time, David took extra shifts as a trauma intensive care nurse, while Diana cared for their young son.

David and Diana's son is progressing well, and David credits AmeriHealth Administrators Clinical Services Case Manager, Alison, RN, for her part in the positive outcome, citing Alison's outstanding support in educating them on his benefit plan and caring for his son.



Alison deserves a five-star rating for her dedication to our family, she was awesome, and the care and support for our family has been a fantastic experience and one that won't soon be forgotten.

**- DAVID,
PLAN MEMBER**



CHALLENGE

David and Diana understood how health care works, but like many other parents, they didn't fully understand what their health benefits plan covered. When their son's diagnosis of "failure to thrive" was attributed to a behavioral aversion to feeding, they knew they needed to get specialists involved. However, the hospital where their son was treated did not offer a pediatric feeding program, and David and Diana sought treatment at a hospital that was not in their health plan's network. Going outside the network can mean an additional cost to the member. Their first priority was their son's health, but they also needed to find a more cost-effective alternative.

SOLUTION

Their case manager, Alison, connected the family with the information and resources they desperately needed. Alison's extensive experience as a pediatric nurse and knowledge of the family's specific benefit plan allowed her to explain the plan's coverage for different levels of care. With Alison's guidance, David and Diana were able to access treatments they did not know existed.

RESULT

Much to their relief, the family could put their financial concerns to rest and focus solely on their son's care. "We thought we understood our coverage, but once we went outside of the provider network, we weren't sure what would be covered," David said.

David and Diana were also happy to be working with their case manager as a single point of contact, which simplified the process. "She was completely versed on our case and knew what was going on," David said. "We talked to her once or twice a month and formed a bond with her. The process was efficient and the continuity that developed between us and Alison made the process extremely smooth."

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“As a case manager, I understand that when someone is caring for a child, their focus is not always on the health benefits — it’s on their child,” Alison said. “I am always happy to help relieve the parents’ burden by educating and helping them to understand the benefits process. It goes a long way toward fulfilling my role as a case manager.”

AmeriHealth Administrators provided David and his wife insight into their health benefits plan, helping them care for their son’s health and managing out-of-pocket costs.



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**- ALISON,
CASE MANAGER**

