

“This can't
be happening.”



...And the Band Plays On

Music is Suzette's life. She plays violin professionally and teaches lessons to aspiring musicians in the town where she lives. She loves surrounding herself with the sweet sounds of her music and often practices late into the night. However, lately Suzette has found herself too exhausted to play as much as usual, and the concerts she once took joy in performing now feel like a chore. This disappointment, plus her constant fatigue, is making Suzette miserable. But when she develops a hacking cough she can't seem to shake, she decides it's time to visit her doctor.

A devastating diagnosis

After an examination and bloodwork, Suzette's doctor delivers news she finds impossible to believe. Though just in her forties, Suzette has developed lung cancer that's spread to other parts of her body. To improve her chances of survival, her doctor recommends a specific medication regimen to begin as soon as possible. For Suzette, it feels as if the world has been turned upside down

Coordinated care

Suzette's doctor contacts the Meritain Health prescription department for authorization of the recommended medications. After thorough review, they recommend a more effective and lower-cost treatment that's covered under Suzette's medical benefits plan. This means she is able to receive her medication at reduced rates through her pharmacy network, helping her save on the cost of the care needed for her recovery. She begins treatment right away.

Suzette must fill her prescription through a specialty pharmacy, which includes access to a pharmacist who specializes in oncology drugs. With this added support, Suzette gets answers to all her questions about how to take the medication and side effects she might experience, helping put her mind at ease and setting her on a better path to wellness.

Additional medical support

The prescription department also forwards Suzette's case to Meritain Health Case Management, and a nurse named Betty contacts Suzette to join the program. Then, Betty calls Suzette each week for medical support—explaining how to manage her side effects and symptoms, why it's important to continue taking her medication, and how to help her body stay as healthy as possible through the recovery process. Though cancer treatment is a long road, Suzette feels reassured she's doing everything she can to get better.

The music returns

Through coordinated care, Betty's guidance and the medication regimen, Suzette is feeling stronger every day. Her condition is improving and she once again feels well enough to practice her violin. Suzette looks forward to a full recovery and one day returning to the stage she loves so much.

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This story is based on an actual member experience. Names and information have been changed to protect the member's privacy.

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