



“I can't go on like this.”



## Relief and Recovery

Maryanne was beside herself. Diagnosed with plaque psoriasis in her teens, the condition had gotten much worse in her thirties. The red, itchy patches on her arms and legs mortified Maryanne to the point that she wore pants and long sleeves—even in the summer. And not just that, the insatiable itch of her dry skin had become unbearable. As a result, she was frequently at the doctor's office, but no medication seemed to work. Maryanne was so uncomfortable, she was having trouble concentrating at work and even sleeping at night. Something had to change.

### A brand new medication

Maryanne's doctor contacted Meritain Health for authorization and approval of a new medication that might help her condition. The pharmacy department recommended an effective alternative that was also lower in cost, and covered under Maryanne's health plan. Since the medication was an injectable, Maryanne was directed to a pharmacy that filled specialty drug prescriptions. Using this pharmacy, Maryanne was able to receive a reduced rate—helping her save money and get the treatment she so desperately needed.

Maryanne had never before used an injectable medication on her own, and she was nervous. What if she didn't do it right? However, the specialty pharmacy helped make the process easier by referring her to an online nurse. Through video chat, this nurse walked Maryanne through administration, step by step—helping put her mind at ease.

### Advocates for Healthier Living

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## Additional nursing support

The pharmacy team also referred Maryanne to the Meritain Health Case Management program. A nurse named Tom reached out and encouraged her to join. With regular phone calls from Tom, Maryanne got support to stick with her medication schedule and identify important symptoms. Each day, her psoriasis was a little bit better.

## Recovery and maintenance

In just a few weeks, Maryanne's condition had greatly improved. Her skin was much less itchy and her psoriasis was manageable. She felt comfortable during the workday—less fidgety and able to focus on her work, rather than her itchy skin. In a few months, Maryanne's psoriasis had cleared up enough that she was more confident wearing short sleeves, something she hadn't been able to do in years. It was like her entire life had changed.

Today, Maryanne continues to take her medication and manage her psoriasis. She's grateful for the support she received from Meritain Health, which helped improve her medical condition—and her quality of life.

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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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