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The Long Road Toward Success

Uncontrolled bipolar disorder almost cost Vivian her future.

Raised in a large family, Vivian was known as the “studious one.” Her high school career had been spent studying hard to get into a good college, plus playing sports. She had won a scholarship to a prestigious school and was excited about the future. Still, her freshman year didn’t go as expected.

Erratic behavior and mood swings

When she arrived home for summer break, Vivian’s gaunt appearance shocked her parents. She had started smoking, and was moody and withdrawn. Her parents thought maybe the pressure of her first year at school had stressed her out. The first week she was home, Vivian would stay up for most of the night and sleep until dinnertime the next day.

Vivian’s parents suspected something was wrong. Her father called Meritain Health Customer Service and was connected with a Case Management nurse named Christine. He explained Vivian’s situation and Christine directed the family to a psychiatrist in their network.

A difficult year

Vivian’s psychiatrist diagnosed her with bipolar disorder. He prescribed a medication she could start, explaining that sometimes it took a few tries to figure out the treatment that worked best. Unfortunately, it did not help stabilize Vivian’s condition. Through a year of emotional highs and lows, Vivian and her parents worked closely with Christine and the psychiatrist. It was a long road and the family sometimes felt hopeless. But Christine was supportive and reassuring.

Success at last

Vivian was prescribed medications that finally helped her. She enrolled in a smoking cessation resource through their Healthy Merits Wellness Program and quit smoking. Once her health was better—and at the advisement of her psychiatrist—Vivian was able to re-enroll in school. She earned her master’s degree and is now successfully working and living on her own.

Vivian’s perseverance, plus the support of her family and a determined nurse health coach, made all the difference between chronic mental illness and independence.

Advocates for Healthier Living

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ADVOCATES FOR
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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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The reference to previous outcomes made as a part of this communication does not guarantee success in any new or future case(s), as the result of each case depends upon many factors, including the facts of each case.