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The Day Everything Changed

Kelly was a teenager when she was diagnosed with a brain tumor.

Over the summer, she began to have headaches. Her mom, Connie, was worried. Was Kelly OK? What could be wrong? Connie had recently been laid off from her job and was working part-time; her husband, Rick, was out on disability. The thought of potential hospital bills was just as frightening as an ill child. But when Kelly woke up crying in the middle of the night because of a headache, Connie knew they needed to do something.

A devastating diagnosis

First, Connie took Kelly to see an eye doctor, thinking maybe her prescription was causing the headaches. Kelly’s eye doctor recommended the MRI that uncovered her brain tumor. Their family doctor advised that the tumor was benign and operable, but Connie and Rick were beside themselves with worry. What if Kelly had trouble recovering from surgery? What if she lost her vision or the ability to walk? Adding to their worry, Kelly’s parents weren’t sure how they would afford her surgery.

An uplifting conversation

The day after Kelly’s diagnosis, Connie arrived to work with a heavy heart. She wasn’t sure what to do to help her daughter. Then she had a life-changing conversation.

As luck would have it, Connie’s office was having a Meritain Health benefits enrollment fair. Feeling a small ray of hope, Connie explained her situation to Sue, a Meritain Health benefits specialist. Sue showed Connie how to find neurology specialists in her network, and a top-rated surgery center.

Sue also gave Connie the number for Meritain Health Medical Management to help coordinate Kelly’s care. Then Sue had another idea.

Together, she and Connie went to Human Resources and Sue explained Connie’s situation. As luck had it, Connie’s department needed extra support and she could transition into a full-time role. She would be able to increase her pay, as well as her level of benefits coverage. This would help Connie and Rick get the care their daughter so desperately needed.

The road to recovery

Over the next few months, Connie worked with Meritain Health Medical Management nurses for Kelly’s treatment. Kelly’s tumor was removed and she went into recovery. She didn’t lose her vision or her ability to walk.

Kelly continues to get stronger every day. Connie now understands the power of simply asking a question of their benefits provider, Meritain Health: “Can you help me?”

Advocates for healthier living

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