



*“Support and guidance from her case manager helped Vicky improve her quality of life.”*

## Hope + Support = Recovery

“You have breast cancer.” This is a diagnosis no one wants to receive.

But even before he said it, Vicky could read her doctor’s solemn expression. She had stage 2 invasive ductal breast cancer and would need aggressive treatment for remission. Vicky had been feeling rundown lately, but never dreamed she might have cancer. She suddenly realized life as she knew it would need to change with the aggressive chemotherapy schedule her doctor recommended. It would be tough to juggle this new reality with her daughter’s upcoming graduation from college. But even worse: would Vicky be able to attend?

**Meritain Health Case Management ROI: 6.8:1\***

### The right care

Vicky contacted Meritain Health Medical Management to obtain precertification of her treatment plan. She was connected with Sarah, a nurse case manager. Sarah answered all Vicky’s questions. She also worked with Vicky’s doctor for the appropriate treatment regimen with network providers. Vicky began an aggressive chemotherapy schedule, but unfortunately, it produced several uncomfortable side effects. She experienced mucositis, or inflammation of her digestive tract. Plus, she felt exhausted, almost like she had the flu.

### A plan for wellness

The emotional wear and tear of her chemotherapy began to take a toll on Vicky, and she reached out to Sarah for help. Sarah worked with Vicky and her husband on a plan to help her feel better during her treatment. Sarah offered suggestions for how they could manage her side effects.

\*For every dollar spent on case management, clients have saved over \$6 on program costs. ROI for Case Management is calculated as savings gained from interventions over the cost of the program.

Sarah also described the critical signs of infection the couple would need to watch for and report to Vicky’s doctor right away. To help Vicky heal and stay strong, Sarah also showed her special exercises to boost her energy level. In addition, Sarah explained what foods to prepare for a healthy eating plan.

***“Thanks to her treatments, Vicky was able to attend her daughter’s graduation. And thanks to her case management, Vicky saved nearly \$40,000 on the cost of treatments.”***

### Success through ongoing support

Throughout Vicky’s treatment, Sarah worked with her doctor and tracked her progress. To date, Vicky has completed four cycles of chemotherapy, and is getting closer to remission. Through the right treatment plan from top in-network providers, Sarah was able to help Vicky and her husband save \$38,500\*\* on the cost of treatments.

The support and guidance from her case manager also helped Vicky improve her quality of life. She has more energy and continues to feel more like her old self every day. Recently, Vicky attended her daughter’s college graduation and was grateful to be able to share in the celebration.

\*\*Case savings include managed savings and negotiated savings and follow guidelines prescribed by the Case Management Society of America (CMSA). Managed savings reflect avoidance of potential charges that are realized through the intervention/actions of the case manager. Negotiated savings reflect savings off actual charges that are negotiated by the case manager with an individual provider.

This communication is intended for informational, promotional purposes only. 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.

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

This material is for information only and is not an offer or invitation to contract. Health benefits and health insurance plans contain exclusions and limitations; see your plan documents for complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary and are subject to change.

### Advocates for Healthier Living

Meritain Health offers easy-to-use healthcare and ancillary benefits your employees can use to lead healthy, productive lives. Contact us today at [sales@meritain.com](mailto:sales@meritain.com) to learn more.



ADVOCATES FOR  
HEALTHIER LIVING