



An Aetna Company



“Less than 48 hours later, Alicia heard from her Member Experience Advocate—and it was very good news.”



The Gift of More Time

“I’m too young for this.”

While in her thirties, Alicia was given startling news. A routine visit to her OB/GYN uncovered a lump in her breast. Then a follow-up mammogram revealed her worst fear: Alicia had breast cancer. She was diagnosed with a rare, quickly progressing form that required rapid treatment to prevent it from spreading through her body. Her doctor recommended a double mastectomy with radiation to contain and destroy the cancer cells. Alicia was terrified. She had recently gotten married and life was going so well. How could this be happening?

Time is of the essence

Alicia’s survival depended upon quick action. Her doctor recommended a surgical oncology team that specialized in the form of cancer she had—the best team in the country to perform her surgery. Given the tight time frame, he scheduled an appointment for Alicia right away. Unfortunately, this surgical team was not in the provider network included in her benefits plan. Without network coverage, the surgery would be unaffordable for the newly married couple. Alicia started crying. She didn’t know what to do.

Member Experience Advocates to the rescue

She called Meritain Health and based on the details presented, the case was escalated to the Member Experience Advocate team—a department that helps members in extreme situations get the assistance they need.

Alicia began working with a Member Experience Advocate named Rosemary, who set to work right away collaborating with other Meritain Health departments for Alicia’s care. She worked quickly to get more information about Alicia’s benefits coverage, plus coordinated pricing negotiation for the cost of the scheduled surgery.

Success and remission

Less than 48 hours later, Alicia heard from Rosemary—and it was very good news. The Meritain Health Rate Negotiation team was able to secure an in-network rate for Alicia’s surgery. She would be on time for the scheduled date to get the care she needed right away. Alicia was overjoyed. She knew she had a long road ahead of her, but was relieved to be starting on the best possible path toward improved health.

Alicia’s surgery and radiation treatments went well. Through everything, she stayed positive there was a light at the end of the tunnel. Recently, her doctor announced she is in remission. She is thankful every day for a gift that often seems like the simplest one of all—more time.

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 to learn more.



ADVOCATES FOR HEALTHIER LIVING