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A Future Restored

“Am I fighting a losing battle?”

Happily married in his fifties, Patrick was living the good life. He and his wife enjoyed traveling in their free time, and were planning a trip to Venice for the summer. Patrick had recently quit smoking—a habit that plagued him since his youth—and wanted to reward himself with this trip of a lifetime. Then everything took a horrible turn.

Before their trip, Patrick developed a chronic cough and began feeling drained all the time. Getting through the workday became a struggle. A visit to the doctor revealed his worst nightmare: Patrick had an advanced stage of lung cancer. He and his wife were devastated. Quitting tobacco was supposed to prolong his life—and that’s why this diagnosis seemed so unfair.

Experimental treatment

Patrick’s doctor was hopeful, and recommended a special chemotherapy regimen to begin right away. Unfortunately, the treatment was considered experimental and would not be covered by the couple’s health plan. It seemed like the floor was giving way beneath them—they couldn’t afford care without coverage. Unsure what to do next, Patrick contacted Meritain Health for help.

Coordination of resources

Patrick spoke with Leah, a Member Experience Advocate. She listened to his worries and let him know she would do everything she could to help. Leah coordinated contact between Patrick’s doctor, a medical director, medical management nurses and the specialty pharmacy team for a possible solution.

Together, they found a different course of treatment Patrick’s doctor agreed was an effective alternative. Plus, this new treatment would save Patrick and his wife more than \$200,000 on medication costs.

Good news

When Leah contacted Patrick to share the good news, he was both overjoyed and relieved. Though he knew it would be a long road through treatment, Patrick and his wife had renewed hope for the future. With the treatment he needed to regain his health, the couple once again looked forward to all the things they loved to do—together, and for a long time to come.

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.

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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