



“Feeling hopeless,
Marcy reached out
to Meritain Health...”

A New Beginning

Marcy was in her 60s and planning for the future. An avid gardener, she was looking forward to retirement, and long afternoons spent in her beautiful backyard garden with her grandkids. But then, a frightening diagnosis threatened to change everything.

Though she was generally healthy and active, Marcy was having frequent stomach pains that kept her indoors and off her feet. As a result, she didn't feel much like eating and had lost some weight. But when she began to feel constantly weak and exhausted, she decided it was time to see her doctor. A review of her family medical history and some clinical tests revealed heartbreaking news—Marcy had colon cancer.

She needed to begin chemotherapy right away.

Experimental treatment

Marcy's doctor recommended a treatment considered experimental and investigational by her health plan. Still, her doctor felt this was her best option for survival. When Marcy and her husband realized the treatments wouldn't be covered under their benefits plan, they were beside themselves with worry and not sure how they would pay for her care. Feeling hopeless, Marcy reached out to Meritain Health and spoke to a Member Experience Advocate named Barb.

Medical review and coverage

Barb set to work right away coordinating a case for the medical review board, which could get Marcy's treatments covered under their plan. Barb worked with multiple teams across Meritain Health and its parent company, Aetna, to build a case for Marcy's coverage. Once complete, Barb's work was presented to Marcy's employer—the entity in charge of her health plan. Marcy and her husband sat by the phone in nervous anticipation, waiting for the results of the review process.

Soon after, Barb called Marcy with the news—her employer had decided her treatment would be covered under the plan! Marcy cried tears of joy, and felt renewed energy knowing she would get the treatment she needed. She and her husband were thankful her care would be covered, and she once again looked forward to all the things she loves—her family, friends and lush, beautiful garden.

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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