

# Success Stories

Improving our Members' Access to Care



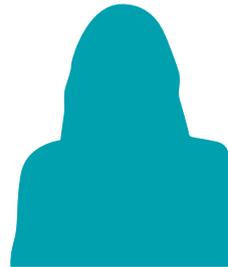
## Member Profile

Andrea is a 56 year old female with a long term diagnosis of diabetes, hypertension and peripheral neuropathy. She currently takes 6

medications prescribed by her primary care physician. Andrea lives with her husband and receives occasional support from a neighbor. Recently she developed pressure sores on both feet making walking painful. This has caused problems in accessing care because she is unable to drive and her husband and neighbor are not always available to transport her to appointments.

## How Molina Assisted This Member

Prior to joining Molina, Andrea was concerned whether she could continue to see the fee for service podiatrist who had been treating her. Molina's Case Manager contacted the podiatrist and discussed the case with the Molina Medical Director. As a result, she was able to coordinate Andrea's care with the podiatrist, set up transportation and Andrea had an appointment the same week with her podiatrist. In addition, the Molina case manager set up an appointment for Andrea to see her assigned primary care physician and worked with Molina's internal utilization review staff and DME vendor to ensure Andrea obtained diabetic shoes. Andrea is now able to walk better and continues to see her primary care physician on a regular basis. Andrea says **"she was very thankful that there was someone like Molina's case manager to help her"**.



## Member Profile

Margaret is a 47 year old female (newly identified SPD/Dual member) who lives with her husband. Because her husband is unemployed, he

is able to help Margaret with household activities. As a result of her recent move from Florida to California, Margaret has no family or support system in her community. She has a history of depression and will soon have surgery to remove a left kidney mass. Margaret currently takes 6 medications which had been prescribed by her physician in Florida.

## How Molina Assisted This Member

During the initial intake call to complete the Health Risk Assessment, Margaret told the Molina social worker that she and her husband have been unable to pay their gas bill. As a result Southwest Gas was requiring a security deposit payment before the gas could be reinstated. In addition, they did not have hot running water making it difficult for her to cook meals. Advocating for Margaret and her husband, the Molina social worker was able to get Southwest Gas to agree to turn back on the gas without the required deposit - the gas was back on the next day. Our social worker confirmed Margaret was seen by her primary care physician who is now coordinating her prescription medications and is currently working with the medical group to facilitate an appointment for Margaret with a nephrology specialist.



## Member Profile

Kylie is a 22 year old female (SPD) with a diagnosis of severe mental retardation, autistic disorder, epilepsy, aspiration pneumonia and

urinary incontinence. As a result, she takes 5 medications each day. Kylie lives at home with her mother who is the sole caregiver providing her with the full time care she needs. She also receives services at the Regional Center Services (2 - 3 times/ week).

## How Molina Assisted This Member

As the sole caregiver for her daughter, Kylie's mother needed help in obtaining diapers, formula (Ensure), and routine medications for her daughter. She also needed help in coordinating Kylie's care with the multiple specialists she sees. Molina's complex care manager assured Kylie's mother that she would personally work with the physician specialist at Loma Linda University Medical Center to make sure her daughter received the care she needed.

In order to make the prior authorization process for Kylie's anti-seizure medications seamless, the Molina Care Manager worked with Kylie's primary care physician and at the same time requested an override so she could get her medications without delay. In addition, she educated Kylie's mother on the request process for future fills. Finally, to connect Kylie with her Molina Medical Home, the care manager coordinated a next day appointment at the Molina Medical office in order to establish a relationship with a primary care physician who would oversee Kylie's ongoing care. Kylie's mother was impressed with the responsiveness of the Molina case management staff and **"was pleased with how easy it was to get the needs of her child met"**.