



# Beneficiary Success Stories

## December 2014

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### **Antonio, age 40** **Detroit, Michigan**

After enrolling in the Healthy Michigan Plan and contacting care management for help, Antonio was referred to a nurse for disease education and medication support. He has a history of chronic disease including heart failure and bilateral/shoulder pain. Prior to his Healthy Michigan Plan coverage, after receiving his heart failure diagnoses years ago, he has not known how to control it.

Antonio made it a point to tell all of the providers that he encountered during his care that the support and attentiveness show to him through this new coverage is that unlike anything he has experienced before. In the past, he has had little, if any, support from previous healthcare, including finding providers and getting treatment.

He has desperately wanted and needed the benefits provided to him through the Healthy Michigan Plan so that he can get his health under control in order to get back to work and support his children. He has already attained and visited a new primary care provider, and is pursuing dental and vision treatment as well. While he has greatly appreciates the outreach from his health plan, he has made it a point to call them with any questions he has as he works through his new coverage.

As a result of addressing his health, Antonio had made it a point to step up in his life through attending therapy, losing 75 pounds already, and becoming much more involved in his children's life. As such, he was named 'Father of the Year' at his child's school and has made volunteering an active part of his efforts.

### **Clarence, age 45** **Grand Rapids, Michigan**

At the end of May, Clarence was contacted by a community health worker to review his new Healthy Michigan Plan benefits. Not only was he thrilled to have his new coverage, but he was overjoyed that his new health plan took the time to contact him and assist him with his healthcare needs. As a Michigan resident who had not had healthcare coverage in years, he is committed to getting on top of addressing his healthcare needs and visiting his provider.

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**Chuck, age 60**  
**Fenville, Michigan**

Chuck, an entrepreneur for more than 30 years, recently gained Healthy Michigan Plan coverage. Since 2001, he has been unable to work due to crippling arthritis and has also been unable to qualify for healthcare programs in the past.

Prior to his Healthy Michigan Plan coverage, Chuck utilized the former Adults Benefits Waiver limited services to establish a relationship with a primary care provider. This provider conducted an x-ray of him and he was referred to a spinal surgeon. And while the surgeon recommended surgery, it was not a covered benefit under his previous program.

Once his Healthy Michigan Plan coverage kicked in however, Chuck is now able to pursue the medical treatment he needs to improve his condition, including recent surgery for a double hernia. Additionally, his provider has helped him learn new techniques that should provide some relief to address his arthritis, as well as issues with blackouts and seizures that he has been suffering with for years.

Lastly, he has taken his Healthy Michigan Plan coverage a step further and has had a sleep study that determined he has issues while sleeping. With these new diagnoses and recent medical attention, Chuck is optimistic that with his medical needs addressed, he will be able to seek new employment and rejoin the Michigan workforce.

**Tina, age 57**  
**Grand Rapids, Michigan**

Previously served by the Kent County Health Plan, Tina moved to Michigan to establish a new life but found it hard to find stable employment. Her coverage through Kent County provided some relief though not everything she needed as a Type 1 diabetic. On April 1, when her coverage for the Healthy Michigan Plan kicked in, she assumed her benefits would be the same.

As a new member of Priority Health through the Healthy Michigan Plan, she was contacted by a Priority Health community health worker to review all of her new benefits. After working with the community health worker, a diabetic specialist from Priority Health reached out to her to assist her further with her healthcare needs. Tina was referred to the Spectrum Health Center for Diabetes and Endocrinology for a whole diabetic support team to help her address her needs. Tina is now able to access the care she requires, with the support of a new healthcare team trained in her specific needs. The peace of mind having this specialized support provides her is something that she needs as she works to establish her new life here in Michigan.

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**Joy, age 53**  
**Grand Rapids, Michigan**

Prior to her enrollment in the Healthy Michigan Plan, Joy was a member of her county's health plan. As soon as she was actively enrolled in the Healthy Michigan Plan however, she immediately took the opportunity to meet with her primary care provider and pulmonologist.

With her new benefits, Joy can now get the medication needs as well as new diagnoses. For instance, she was recently diagnosed with an inherited condition and is able to receive the treatment she needs for managing this disease. As part of her healthy goals established with her primary care provider, Joy has made the commitment to quitting smoking and gaining some much needed weight.

Further, Joy has opted to begin pulmonary rehabilitation by walking in her local park, as well as pursuing additional medical attention such as getting her mammograms consistently moving forward.

So far, Joy has closely followed her physician's orders and her healthy goals, taking all of her medication and staying on top of getting her lab work done. Through the Healthy Michigan Plan, Joy has been able to greatly improve her medical status as well as her activity level and overall happiness with her life.

