



Iowa Department of Human Services

Success Stories



THE RIGHT CARE, AT THE RIGHT TIME, AT THE RIGHT PLACE.



Successful Outcomes

Amerigroup Case Manager Makes Life Saving Call for Member

Seventy-three-year-old Sandy of Sioux City believes she is alive today because of a decision her Amerigroup Iowa community-based case manager, Kara, made to call 911 when Kara recognized that she was having a stroke.

Sandy has monthly calls and quarterly in-person visits with Kara to check on her overall health and discuss numerous conditions she manages. But there was nothing normal about their monthly call in July 2018. Immediately, Kara noticed that Sandy's speech was slurred, her cognition was impaired, and she had difficulty answering Kara's basic questions.

Recognizing that Sandy may be having a stroke, Kara asked her if she would push her medical alert bracelet to alert emergency services. She said she didn't want to. Sandy also declined to call 911 herself. Kara finally convinced her to let her call 911 on her behalf.

Paramedics soon arrived and transported Sandy to the hospital. Her symptoms were soon diagnosed as a Transient Ischemic Attack (TIA), what sometimes called a "mini stroke". But there is nothing mini about it. If Sandy or anyone else who experiences a TIA doesn't receive care within an hour, the lasting impact can be serious.

Sandy spent six hours at the hospital before she was released, speaking with Kara during her stay and two days later in a follow-up phone call. Less than two weeks later, Sandy called Kara to thank her, her supervisors, and those involved with treating her, noting that she felt like Amerigroup saved her life.

Iowa Medicaid Contacts

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1-800-338-8366

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1-800-338-7909



IA Health Link Member Services

[Amerigroup Iowa](#)

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[UnitedHealthcare](#)

1-800-464-9484

IA Health Link Provider Services

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1-800-454-3730

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1-888-650-3462

Sandy's experience with a TIA makes her more prone to having a major stroke, prompting Kara to use a recent monthly call to educate her about her risk and empower her to act FAST if and when symptoms arise. A simple acronym, FAST helps those at risk for a stroke recognize the symptoms and remember to act quickly:

- **F**acial drooping
- **A**rm weakness
- **S**peech difficulties
- **T**ime to call emergency services

Kara plans to continue using their phone calls and in-person meetings to educate Sandy and support her in managing her overall health.

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