



Iowa Department of Human Services

Success Stories



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



Successful Outcomes

Amerigroup Caseworker Helps Struggling Teen

A Grinnell teen received the behavioral health intervention services she needed with the help of her Amerigroup caseworker

When a Grinnell family called Amerigroup a year ago, their 14-year-old daughter was in crisis. She was in the hospital following an overdose. The teen suffered from Type 1 diabetes, depression, anxiety and ADHD.

The family was deeply concerned about their daughter's behavior and considered placing her in an out-of-state facility for children with serious behavioral health problems. They didn't know if that was the best option, but they did know they didn't want to be so far away from their daughter.

An Amerigroup caseworker, who had a child with mental health issues, reached out to the family. She knew firsthand what they were going through. She participated in meetings with the girl's doctors and treatment specialists and even attended meetings at the girl's school to advocate for the best interests of the family.

And while some behavioral health intervention services are not typically available from children's health insurance programs, Amerigroup made arrangements with a local organization to provide the services she needed.

A year later, the teen is on a better path. She's been able to receive care locally and stay in her home, rather than in an out-of-state facility. She also recently attended a camp where kids learn skills to help control their diabetes.

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