



Iowa Department of Human Services

Success Stories



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



Successful Outcomes

Care Coordination Helps IA Health Link Member Live Independently



Click the [video](#) above to view this IA Health Link member's story.

A UnitedHealthcare (UHC) member is able to live independently, maintain her mental and physical health, and has improved her outlook on life with the coordination of services provided to her under managed care.

The 60-year-old struggled with her physical and mental health for much of her life. Just when she felt that she was back in control of her life and on a path forward, an accident caused severe frostbite on both of her hands, resulting in the amputation of nine fingers and the need for serious medical care.

Because she needed to be close to her doctors in Iowa City and required daily assistance learning how to adjust to her new disability, she was required to stay in a skilled nursing facility. Her limited

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income was dedicated primarily to paying her obligation at the facility. When she was physically ready to move back into an apartment by herself, she couldn't save up money to apply for apartments, pay a security deposit, or cover the first month of rent. She also did not have the community supports necessary to help her adjust to life living on her own - she had very few personal belongings and no friends or family in the area. She was stuck.

As part of her benefits with UHC, she was assigned a case manager, who called in support from a UHC Housing Navigator.

Together, the member and her housing navigator worked to find affordable housing options that would also meet her physical and mental health needs. The member needed to have access to transportation so that she could continue her medical care; she also needed to be connected to organizations that could help her access food, furnish her apartment, and provide social support. The UHC Navigator was able to connect with multiple community-based organizations and social service agencies that, combined, ensured she had the support she needed to leave the nursing facility.

Through the coordination of services provided by managed care, she is now able to live independently - improving her outlook on life, maintaining her mental and physical health, and giving her the tools she needs to continue moving forward.

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