



Iowa Department of Human Services

Success Stories



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



Successful Outcomes

Quality of Life Improves for IA Health Link Member with Help of Community-Based Case Manager

For a number of years, a UnitedHealthcare (UHC) member has struggled with physical disabilities that put at risk her ability to live at home independently.

The wide variety of ailments she battled, including hearing loss, anxiety, and severe pain that required the use of a wheelchair, kept her largely confined to only one level of her house. More and more, the member's conditions prevented her from maintaining a safe daily routine at home and her health continued to deteriorate. Even routine tasks such as cleaning, laundry and meals had become incredibly challenging.

In March 2017, a UHC Community-Based Case Manager (CBCM) began working with the member. Immediately, the CBCM started identifying and delivering the additional care and support the member needed. The CBCM secured a home modification stair lift to once again provide the member with full access to her home.

Moreover, the CBCM arranged for transportation to and from the member's medical appointments, secured habilitation services to manage her anxiety disorder, set up new services to help with cleaning, laundry and meals, assisted in obtaining a new hearing aid, and helped find a motorized wheelchair through the Easter Seals Equipment Loan program. As she worked with the entire UHC team, the CBCM was able to improve the member's health and overall quality of life.

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