



Success Stories



UNICARE®

An Anthem Company

Health and Home

Terri McGraw
Social Worker



- UniCare Social Worker Terri had a follow-up call on a Seth, age 5. During the call, Terri learned that the family of six had been evicted and would soon be homeless. If they could not find housing, they would be forced to go to a shelter where the oldest son, age 15, would be separated from his mom and younger siblings.
- With limited funds, Seth's mom was searching for a place to rent but did not have the money required for the deposit and the first month's rent – she needed \$1,400. Terri reached out to her coworkers. Together, they sought help for Seth and his family. Contacting local agencies, organizations and churches, the UniCare team helped Seth's family find the funds.
- Seth's mom kept thanking Terri and her associates for their help. UniCare staff helped this family, but it was the mom who taught Terri a valuable lesson. She quoted Seth's mom always saying, "I will never give up. I have to keep trying for my kids."

Face to Face Help

Teresa Long
MMS



- Kristy, age 47, needed a medication to help her breathe. Kristy's husband stopped by our office to see if we could help.
- Members and their families don't routinely come into our office. UniCare Medical Management Specialists, Teresa, met with him and verified he was authorized by Kristy to discuss her care.
- Prior to the pharmacy transition, Kristy took a medication that seemed to work well. After the change, Kristy's medication was switched multiple times, but not to the medication that worked the best. This can happen during transitions like this with it not being anyone's fault. Kristy's breathing difficulties interfered with daily tasks and work, so her husband reached out to us.
- As Teresa spoke with Kristy's husband, she learned that Kristy also needed a CT scan.
- Teresa referred Kristy to Case Manager Annette so that her care could be coordinated. Annette worked with Kristy and her doctor to expedite the CT scan and helped get Kristy's pharmacy issues resolved.
- As Kristy's husband left our offices, he told Teresa that his wife was his world. He held back tears as he thanked her repeatedly.