

Paramount Advantage Story #1

A twenty nine year old who has been experiencing migraines since the 7th grade and was unaware of her migraine triggers was enrolled in care management. The care manager encouraged the use of a migraine diary, along with preventive migraine medication, and follow up with a headache specialist. The member was able to identify her individual migraine triggers and has not had a migraine since she started avoiding them. The member is also taking migraine preventive medication and following her treatment care plan prescribed by her headache specialist.

Paramount Advantage Story #2

For 20 years I was a truck driver. Through my job I established a great life for myself. I was a homeowner living in the State of Florida. I had great health benefits through my job and was living the American Dream. In late 2004, I was diagnosed with type-2 diabetes. Within 6 months the trucking company decided I was a high risk liability and fired me. Not having a job I became uninsured. Initially I received limited medication through participating in a clinical trial study. However, after losing my house I had to move in with my mother. After moving, I went completely without medical. I enrolled into school and received partial support from the Pell Grant. Lacking health insurance my health declined including loss of vision, my teeth decayed, I experienced loss of feeling in my fingers and toes, and my body recoups very slowly after injury. After many years of being denied health insurance, I was finally approved for Medicaid through the extension. Since having my Medicaid my health has improved drastically. I was 6 months away from being blind. Medicaid has afforded me the opportunity to obtain eye glasses. My diabetes is under control. I have an assigned diabetes specialist. For the first time in 10 years I received a pap smear. Though the pap smear revealed a cyst on my ovaries, I am now able to have the issue treated medically. For me Medicaid is a hand up not a hand out. Upon completing college I'll be healthy enough to return to the workforce and contribute to society verse being deathly ill and bound to disability.

Paramount Advantage Story #3

Initial request for case management due to traumatic brain injury following a helmet-to-helmet sports collision. One of member's goals was to graduate from high school with his class. The Paramount Advantage case manager worked closely with the member's physicians, therapists, IEP teacher, and family. Returning to school would be difficult due to the member's ongoing headaches, dizziness, and short term memory loss. During face-to-face visits with member, the case manager worked with the member and his mother to coordinate IEP meetings, which the case manager attended. Prior to the IEP meeting, the case manager worked together with member and his family to identify priority problems, interventions, and goals that would enable him to return to school addressing such issues as medications, assistive devices, navigating the physical school environment, emotional support, assistance with carrying books, wearing sunglasses to reduce glare and help manage headaches, tutoring, and interacting with classmates and teachers.

Case management continued to facilitate services, coordinate care with providers, provide education, and support to the member and his family. Member was able to return to school in early spring. He was able to attend school to complete his coursework and graduate with his classmates. He plans to pursue a career in criminal justice.

Paramount Advantage Story #4

Member was a 33 year old female who had experienced severe and persistent emotional, sexual, and physical abuse, which began as a child involving her father and other perpetrators. At age 16, she was pregnant living on the streets of a large metropolitan city. Upon returning to Ohio, she was unable to keep a job due to her significant alcohol consumption. Her feelings of hopelessness overtook her. She gave custody of her children to a family member. It was at that point that she attempted to suicide.

The Case manager opened the case while member was inpatient for a psychiatric admission. Her case manager worked to develop a strong network of providers, community resources, and member to instill hope and empower her to recognize her inner strengths that helped her survive past abuse could help her succeed. The case manager linked her with community support networks and a local community mental health center. She began attending Alcohol Anonymous meetings and counseling sessions. Throughout case management, member continued to make progress. She enrolled in GED classes. She was taking her medications as ordered. She began feeling hopeful as she worked on recovering from her past traumas. The member was able to obtain sobriety and expressed great pride in her sobriety achievement. As her self-esteem and confidence improved, she found a sales position. Her motivation and ambition enabled her to receive an increase in pay in the first couple of weeks due to her performance and won a prize for being the top performing seller.

