

# Member success story

## A care journey uninterrupted—during a pandemic

During the beginning of the COVID-19 pandemic, Marisol, a real-life member with a chronic disease and immunosuppression, faced a worrisome challenge: she couldn't safely receive her Remicade infusion at the outpatient setting she usually relied on.

Read her story below to see how Health Guide, thanks to our high-touch, deeply personalized approach and breakthrough clinical integration, cleared the barriers complicating Marisol's care journey amid historic uncertainty and risk.



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### MARISOL REACHES OUT TO HEALTH GUIDE

Marisol contacted us for help. She had left her primary home to seek quarantine at her secondary residence. She didn't anticipate that the quarantine would last so long, and her monthly appointment for her Remicade infusion was imminent.

Because of her immune-compromised status, Marisol worried that returning home and receiving treatment in an outpatient setting would put her at higher risk for COVID-19.

### WE TAKE ON MARISOL'S HOMEWORK

Sandra, a Health Guide nurse, proposed having Marisol receive her treatment in the comfort and safety of her home. So, Sandra contacted several home care agencies near Marisol's secondary home to identify appropriate services.

Sandra also collaborated with Marisol, her provider, and her health plan's vendors to initiate the authorization for services.



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### OUR MEMBER AND CLINICAL TEAMS COMBINE FORCES

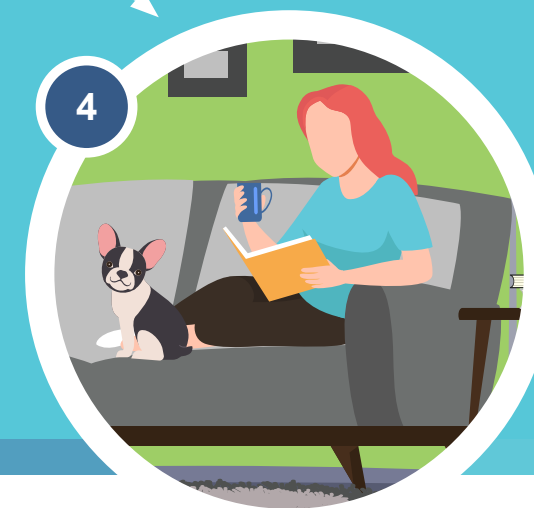
To ensure Marisol received her treatment appropriately and on time, Sandra enlisted the help of Matt, a Health Guide member services associate.

Matt made multiple calls to Marisol's health plan vendors to coordinate the completion of authorizations required to transition Marisol from outpatient to home care.

### MARISOL RECEIVES HER TREATMENT—PROMPTLY AND SAFELY

Because she underwent her infusion on time and at home, Marisol avoided exposure to COVID-19 while still obtaining the care she needed to preserve her health.

Matt also worked with Marisol's provider and her health plan's vendors to authorize three months of home-based treatments. This saved Marisol from future worries and ensured her the deeply personalized, ongoing care she needed throughout the quarantine.



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Having a chronic illness and immunosuppression, managing my health care needs during the coronavirus outbreak seemed like an enormous task. I am so grateful for the exceptional help, compassion, and reassurance I received from my Health Guide nurse. She resolved my issues in a timely and effective manner. My heartfelt thanks.

- Marisol C.

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## Proactive concierge engagement—for exactly who your members are

Health Guide combines human-to-human interaction with sophisticated technologies to provide a high-touch, deeply personalized concierge service that supports members and their families along their unique health care journey.

For more information, contact: Joe Donlan | Health Guide Growth and Innovation Leader | 773-255-2084 | [Email me](#)