

How Increased Collaboration Changed One Woman's Health

Patient Story

■ **Rhonda* is in her mid-40s and survived cancer.**

Following radiation and chemotherapy, Rhonda had recurrent infections in her left jaw and was eventually diagnosed with osteomyelitis, an infection of the bone which requires IV antibiotics.

From 2013 to 2015, Rhonda visited the emergency room a total of **36 times**.

A care management coordinator at Holston Medical Group, which participates in an ACO with UnitedHealthcare, was making one of her regular outreach calls to Rhonda to check on her ongoing care needs when she learned Rhonda was in desperate need of oral surgery. Yet Rhonda had not pursued surgery because she figured it required dental insurance, which she did not have.

One of the key patient benefits of an ACO is having care providers and the health plan working more closely together to review a person's care needs, which includes helping them access care that they think may be

out of reach. Anita, a member of the UHC team assigned to the ACO, worked with the Holston care management coordinator and explained that the procedure would actually be covered under her medical benefits.

The care management coordinator from Holston located an in-network surgeon to perform the surgery. The UnitedHealthcare team stepped in and helped quickly obtain the needed authorization approval. They also assisted in arranging Rhonda's transportation to and from the surgery. This partnership and ongoing collaboration not only helped improve Rhonda's health and well-being, but also gave her peace of mind.

Today, Rhonda is living a happier, healthier and more productive lifestyle. She has quit smoking, follows up regularly with her team of care specialists, and takes a more active role in early screenings for common health concerns.

In the first six months of 2015 Rhonda had visited the ER 11 times. This year, only four ER visits and not a single hospital admission thanks to the coordinated efforts of Holston and UnitedHealthcare.

***Note: Rhonda is not the patient's real name; her name has been changed to preserve her privacy.**



Rhonda Vital Stats:



Patient Profile

- Age: Mid-40's
- Sex: Female
- Cancer survivor



Year Hospital Visits (ER)

Year	Hospital Visits (ER)
2015	11
2016	4**

**As of Aug. 2016



Health Interventions

- Care Coordinator supported access to needed care
- Quit Smoking
- Now receiving needed annual wellness screenings