SUCCESS STORY

Easing the stress of finding new providers with care advocacy and virtual care.

Connor

At the age of 22, Connor was diagnosed with lupus and multiple sclerosis.

For the next five years, he'd been receiving medical treatment from a Neurologist, a Rheumatologist, and other providers in his area.

Problem

Connor had been very successful at his job as a Graphic Designer and was offered a highly coveted promotion within his company. However, it would require him to relocate to a new and unfamiliar city more than three hours away.

He accepted the promotion but was worried about how he would find all new providers to help him manage his diagnoses.

Solution

Connor had already been working with a virtual Personal Trainer and Mental Health Specialist to address the physical and mental demands of his diagnoses.

During a call with his Mental Health Specialist, he mentioned feeling worried about having to find new specialists quickly to avoid any interruption in his medications and treatment.

The Mental Health Specialist reminded him of his Care Advocacy benefit and warm transferred him to a Nurse Advocate to discuss his needs and locate physicians in the new location.

Result

His Nurse Advocate located a high-quality Neurologist covered by his plan who was close to his work with an open appointment the week Connor arrived. This relieved him of the stress of finding a provider on his own. He was also connected with other specialists he needed to see to maintain his treatment plan.

Connor loves his new job! He continues to meet with his virtual care team for personal training and mental health care and he's been very successful at managing his diagnoses.