



Georgia Medicaid **Mission Moments**

A Collection of Inspiring Member Stories

 **CareSource**[®]

We take our mission to heart.

We are committed to making a lasting difference in members' lives by improving their health and well-being. Today, our Medicaid managed care program serves more than 400,000 beneficiaries in Georgia. As these stories show, our program is committed to not only treating illness but also addressing their social determinants of health.

CareSource Life Services® is here to help Georgia members overcome obstacles and pursue opportunities.

The following real-life stories show how our life coaches and other resources have helped members get education, land jobs, start businesses, find housing, manage childcare, and more. It's all part of how CareSource is caring for the whole health of Georgia.

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Helping a Goal Graduate to a Reality

De'laina's Story

De'laina did not have an easy path to get where she wanted to go. She lost both of her parents over a short period of time and did not have access to grief counseling. She was alone, dealing with her depression and anxiety without anyone's help or support, which led to her struggling in school and falling behind.

Eventually, her godmother, who had been a CareSource member, suggested she reach out to CareSource and was ultimately referred by her care manager. At De'laina's first meeting, she shared that she did not think she would be able to graduate due to her grades. Because she needed to support herself by getting a job, she felt obtaining a GED was her only way forward.

After meeting with her CareSource Life Coach, Bianca, De'laina committed to staying in school and working to earn her diploma. Bianca also helped

coordinate transportation for De'laina to and from job interviews and medical appointments, and helped her find a primary care physician, OBGYN, and mental health provider. She was also there to pick up the phone when De'laina just wanted to talk. During this time, De'laina manifested a new goal: She wanted to enlist in the U.S. Army.

De'laina hadn't had this support since her parents passed, and it helped get her through tough times, including behavior and academic issues that arose after the loss of her parents. Bianca was always there, and with her encouragement, De'laina completed summer school and earned her diploma. Now she's achieved another goal: enlisting in the military.

Today, De'laina has begun U.S. Army Basic Training and has shared her next goal: to someday purchase a car and home on her own.



Building a New Life Takes Care

Anna's Story

It's not every day that someone wakes up and is forced to build an entirely new life from scratch. After a sudden divorce, Anna had to do just this. In short order, she had to find a new school for her three children, a new place to live, and a job that paid a livable wage. Because she didn't have transportation or a high school diploma, these weren't just obstacles; they were threats to her family's well-being.

This was what drove Anna to make an appointment with CareSource Life Services®. She needed help getting back on her feet and was motivated to create a better future for herself and her children by working toward her GED.

After meeting with Life Services, she was able to get transportation through a partnership with MTM, so she didn't have to walk long distances to grocery stores. Through Life Services connections, Anna was also able to gain access to food pantries, so her children always had something to eat.

With the support of Life Services, she has continued to receive coaching and remains committed to earning her GED. But most importantly, Anna now has a support network that she didn't have before, and not feeling like she is alone has given her hope for her future and made a difference for her entire family.



A New Start on the Right Path

Duron's Story

Duron came to CareSource Life Services® with one goal in mind: He wanted to find a job. Because he has a felony conviction on his record, Duron's search was more difficult than many of us have to experience. But Duron was committed to getting his life on the right track, and he knew the best way to do that was through employment. To achieve his goal, he was willing to accept any job that would give him that chance. He was ready to work. With the support and

guidance of CareSource Life Services®, he was able to get help applying for jobs that were available to him, and he was provided with transportation to interviews. With this help at his fingertips, Duron found a job that put his life on stable footing. Because of that, he was able to enroll in online classes at a college to further his education and develop the skills necessary for him to make the life he wanted a reality.



We Care for More Than Our Members' Health

Trelle's Story

Trelle came to CareSource Life Services® facing the kind of heartbreak that many people could only imagine. She was carrying the burden of losing two children while continuing to care for her two surviving kids. Then her car broke down, making it difficult to maintain a job and provide for her family. When she started with CareSource, she had just begun a new job at a gas station after being unemployed for two months.

Trelle was referred to Life Services in January of 2024. She had not been aware of the services offered to members, but she desperately needed help with transportation so she could keep her job.

Life Services supported her in two key ways: by providing transportation to her current job at the gas station and by helping her get to job interviews as she searched for better opportunities. Additionally, her Life Coach worked with her to create a resume and explore work-from-home options that would ultimately

eliminate her need for ongoing transportation. This led to several job offers for her to choose from. The flexibility of being able to work from home also meant she could enroll in a health care management education program, enabling her to work toward her goal of becoming a nurse practitioner.

Since then, Life Services has been able to help Trelle secure a new job as a front desk coordinator at a doctor's office. She's also working toward her associate degree in health care management and has plans to pursue a bachelor's degree. Additionally, she has gained certifications to prepare tax returns.

Beyond these professional successes, Trelle has also experienced personal spiritual growth that is fed by being a youth leader and community advocate. She's still working with her CareSource Life Coach and is well on her way to achieving all of her goals.



Reconnecting Families Through Cross-Department Cooperation

Trevor's Story

Some members work with CareSource Care Management Services® for a short period, and other members and their families receive support that extends for years. Trevor and his parents have been CareSource members for four years, and in that time, Care Management Services has worked closely with them to ensure the best possible care.

CareSource began working with Trevor in 2021 via TRICARE. When he and his family were referred to CareSource, Trevor was already receiving care out of state at Cumberland Hospital in Virginia. At the time, due to his age and a long history of developmental disabilities and behavior issues, he and his family faced serious roadblocks to accessing the resources and benefits he needed, and Cumberland met all those needs.

Beginning in 2022 and continuing throughout 2023, Trevor's assigned case manager met with his parents, helped facilitate various waivers for outpatient in-home services, and met with the Georgia Advocacy Office. Throughout 2023, the Behavioral Health and Care Management teams explored transfer options

with nearly a dozen facilities so Trevor could be closer to home and his parents. When none of those facilities could accept him, didn't have bed space, or were not Medicaid eligible, CareSource Care Management Services continued to remain in contact with Trevor's caregivers even though he had gone off our plan. Also, at various times, CareSource's Behavioral Health medical director called his facility and continued offering coverage of residential services.

When CareSource was notified that they had a one-week window to find a place for Trevor, they spent every day triaging coordination of his discharge, and at one point, after securing a bed for Trevor, pulled the Cumberland Hospital's chief operating officer out of a meeting to secure the bed two more days so that Trevor could turn 18 and take full advantage of the benefits at his new facility.

With the help of the Department of Community Health director, Trevor arrived at Devereaux, where he has been living for the last month, making progress toward a return to his community, and he has begun reconnecting with his family for the first time in four years.



Care Crosses State Lines

Brandon's Story

CareSource Care Management Services strives to provide the support their members need in the state in which they live. But sometimes, the best care and support a member can receive comes from somewhere else. When those circumstances arise, case managers at CareSource strive to go above and beyond, especially when things don't go according to plan.

That was the case with Brandon.

Brandon started working with CareSource when he was being treated at Children's Healthcare of Atlanta for three weeks because of co-occurring behavioral health issues. Care Management Services was contacted with a request for an out-of-state transfer to the specialty co-medical unit at Nexus Hospital in Texas. Though CareSource looked for locations in Georgia and Florida that might better meet Brandon's needs, they either declined or didn't have any beds available during the time Brandon would need one. After concluding that Nexus would be where Brandon would get the best care, his Care Management and Behavioral Health teams

coordinated authorization for the new facility, extended coverage at CHOA, and secured air transport coverage for Brandon's trip to Texas.

But sometimes, even the best plans hit an unexpected roadblock, and this roadblock nearly prevented Brandon from traveling. Roughly five hours before the scheduled flight, Nexus notified Brandon's team that his benefit had terminated at the end of the month. This led the BH, Regulatory, and CM teams to work with their contacts at the Department of Community Health to facilitate a call between Nexus and Children's Healthcare of Atlanta. They were able to work together to get confirmation from DCH, and Brandon was able to travel. To ensure Brandon had everything he needed when he got to Texas, CareSource's Behavioral Health director followed his plane via a flight tracker and stayed in contact with Nexus until the plane landed that night.

Brandon has now spent three weeks at Nexus and has made good progress, and he is close to a potential transfer back to Georgia.



We Care for Our Members and Their Families

Rebecca's Story

In many cases, the care we provide for a member is not only for them but also their family.

CareSource Care Management Services first started assisting Rebecca and her family in the fourth quarter of 2023, when she was in residential care at Youth Villages in Georgia. Unfortunately, she had a long history of admissions due to intense trauma that had been inflicted on her when she was young. Shortly after her discharge from residential care, she was once again brought to the ER, where they faced challenges finding an acceptable facility that both had a bed available and met her needs.

By working closely with the ER, the Department of Community Health, the Department of Behavioral Health and Developmental Disabilities, and Rebecca's mom, it was conveyed that her mother did not want her to go out of state. Care Management Services was able to partner once again with Youth Villages to provide her care.

While Rebecca was at Youth Villages, CareSource continued coordinating meetings with DCH, DBHDD,

Youth Villages, and Rebecca's mom. During these conversations, it was determined that Rebecca no longer needed to be at Youth Villages. Her mother had stated that she wanted to ensure Rebecca had access to more resources and was willing to forgo temporary custody if that would help Rebecca get what she needed. However, on the day of Rebecca's discharge, her mother informed CareSource and Rebecca's team that Rebecca's sister would be willing to take her in, pending her custody hearing scheduled for 10 days later. This would enable Rebecca to have access to more care while still staying with someone who knew her.

This 11th-hour change was a surprise, but CareSource was able to act quickly to coordinate with the family, DCH, DBHDD, and Youth Villages to broker an additional 10 days of coverage to help the family get everything together that was needed to set Rebecca and her sister up for success.

As of today, Rebecca is still living with her sister, and CareSource checks in with her weekly. And the best news of all is that she has not been back to the hospital.



Sometimes It Takes a Village to Care for a Child

Tanya's Story

Bringing a new baby into the world can be stressful enough, but when Tanya gave birth prematurely, it took an emotional and financial toll that not everybody experiences.

Tanya's baby required a long stay in the hospital. Tanya wanted to be there to care for her child, and to do that, she had to quit her job. Along with the fears and concerns of any new mother, she also had to contend with the financial stress and emotional strain that came with this new development.

When Tanya was referred to CareSource Life Services®, the team took action, providing vital help and resources, including assistance from Medical

Assistance Fund to help her pay past-due utility bills. They also facilitated proactive pediatric appointments so Tanya and her baby would get care immediately after discharge, and they negotiated the waiver of past-due payments to her behavioral health provider so she could continue receiving care during a stressful time. Tanya's case manager was so present and available that even Tanya's mother even reached out during a crisis and was given immediate support.

Even though Tanya and her baby have faced hospital readmissions, she has felt supported and empowered thanks to the help she's received and the ongoing support and compassionate care she's grown to trust.



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