

A portrait of a woman with curly hair, smiling, set against a purple background with a torn paper effect.

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 member's 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 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.

Table of Contents

Making Your Dreams Come True.....	4
A Smooth Transition from College to Career	5
Knowledge is Power.....	6
From Surviving to Thriving	7
No Hurdle too Big.....	8
A Prescription of Perseverance.....	9
A Push in the Right Direction	10
From Conflict to Success.....	11
Mom of Four and Student	12
Being Resourceful	13
Moving Forward	14
On the Fast Track.....	15



Making Your Dreams Come True

Ms. Green's Journey

Ms. Green had a dream of starting her own business—A daycare center that would serve her community. To get the guidance and support she needed, she opted into the CareSource Life Services® program in February 2020. To the delight of her Life Coach, Ms. Green's entrepreneurial spirit came through immediately. She had accomplished so much even prior to their first meeting. Ms. Green already had a building to start her daycare business and had a close relationship to the property owner. That relationship allowed Ms. Green to have more time in getting her daycare operational without having to pay rent. She invited her Life Coach to tour the facility and presented an in-depth business plan. She already had ads in the community via postcards and fliers, and she was in the process of completing her website. Throughout the entire planning period, Ms. Green showed the kind of drive vital to success.

Starting a daycare business isn't easy. It requires deep research and adherence to government regulations. Throughout the months that followed, Ms. Green's Life Coach checked in for status updates

on the progression of the business. Ms. Green maintained keen focus and unwavering determination to see her vision come to life. She provided proposed class schedules for financial literacy lessons and GED workshops. Her Life Coach was able to bridge any gaps in the process, providing Ms. Green with appropriate points of contact for the resources her daycare center would potentially provide.

But achieving this dream didn't come without challenges. Delays in the opening of the daycare caused Ms. Green to fear that she would lose the property, as she could not pay rent. Her Life Coach encouraged her to speak with the landlord to find a solution. Her landlord agreed to an extension and allowed that no rent be paid for an additional 2-4 months. This was the break that Ms. Green needed.

The following October, Ms. Green opened her daycare to the public, making a major difference in the lives of families in an underserved area. It truly was a dream come true.



A Smooth Transition from College to Career

Mrs. Long's story of perseverance and sacrifice.

Mrs. Long had an ambitious goal; to finish college with a Bachelor's Degree in Early Childhood Education and eventually become a teacher. She wanted to do this all while raising a family with limited financial resources. But she was determined. She just needed the guidance to make her dream happen. So she joined the CareSource Life Services program in September 2018. The Life Coach she was teamed up with could immediately see the overwhelming pressure she was facing as a mother with little to no support. She was pregnant with twins just as she was starting school, and desperately needed to find part-time employment to support her family. Her Life Coach encouraged her to apply for work-study opportunities at her school and also recommended she look into internship openings as well as possible permanent employment for the future.

During this time, Mrs. Long and her husband worked hard to stay afloat financially. He took the lead on paying the day-to-day bills and the financial needs

of their children. This loving support allowed Mrs. Long to primarily focus on finishing school. A big step in this journey came in August 2020. She was ecstatic to share with her Life Coach that she landed an internship at a local elementary school. Mrs. Long assisted in the classroom with educational assignments and served as a paraprofessional in providing teaching lessons. Throughout the rest of the year, Mrs. Long maintained the discipline needed to juggle the responsibilities of being a mother, student, and teacher aid.

All her work paid off. In May 2021, Mrs. Long graduated from Middle Georgia State University with a BA Degree in Early Childhood Education. Soon after, the school at which she had been an intern at hired her full-time as a 2nd grade teacher, providing a good salary that could enable her to support her family. The lesson? With focus, determination, and the support of others, anything is possible.



Knowledge is Power

Vanessa's story of getting help for her mental health.

Mental health conditions are often misunderstood. By friends. Even close family. As a result, many people diagnosed with depression often find themselves battling the disease alone. Vanessa was one such person. She had struggled with depression for a long time and was at risk of failing school. Her family had difficulty understanding her behavior and symptoms and didn't know how to help. But despite their uncertainty in the best way to help, they still wanted to see her thrive. What she needed was understanding and support.

It began with an in-patient stay related to behavioral health. The CareSource care team initially reached out to Vanessa's parents, who informed the team that they could no longer care for Vanessa due to her ongoing behavioral issues. Vanessa was sent to live

with her grandparents. Once the care team met with the grandparents, they agreed to Care Management, and the team discovered that understanding behavioral health was new to the Grandparents as well. Because of this, it was a struggle for them to care for Vanessa alone.

The care team then began working with Vanessa to identify post-acute services. They also provided her grandparents education on symptom management, and general support. Through the efforts of Care Management and the grandparents' willingness to support her, Vanessa graduated from high school, and has not needed to return to the in-patient facility. Vanessa's grandparents contacted the care team and shared Vanessa's great progress and achievements.



From Surviving to Thriving

Jane's story of pursuing greater goals.

Jane was a part-time school bus driver. Summer months meant no income. She struggled financially and desperately needed a new job that would provide her steady income. Jane faced eviction, her electricity had been shut off, and she could not afford to take care of her two children, who were entering their Junior and Senior years of high school.

But then Jane joined the CareSource JobConnect™ program in May of 2019. She told her Life Coach that her only focus was to get back on her feet and just get by. During their coaching calls, Jane's Life Coach helped her find local resources that could help with bills and provide financial assistance. The Life Coach referred Jane to online job posting

services like Indeed and Simply Hired and helped her update her resume. She was also referred to the local employment support centers including the Department of Labor and Goodwill Job Connection center.

Jane took command of her job search and her perseverance paid off. With the help of the CareSource JobConnect™ team, Jane landed a job as a full-time Transport Driver with the Georgia Southern Shuttle Company. Her pay frequency increased from monthly to biweekly, and she's maintained good standing on her rent. Going from just surviving to thriving, she is earning more than ever before and ready to pursue greater goals.



No Hurdle Too Big

Lisa's path to a GED, career, and independence.

When Lisa first met the CareSource JobConnect™ team and her Life Coach in March of 2019, her future seemed bleak. Lisa shared that she had no job, no GED, was living with her mom with no income to help support them. She was a young mother, full of passion, but she lacked clear direction on the path to independence.

Over the next few months, Lisa struggled to juggle her role as a young mom with no transportation and no childcare. But she kept at it and received much needed support from her Life Coach. After months of coaching, follow-up calls and working with her coach to create goals, Lisa began to see progress.

During coaching calls, Lisa's Life Coach helped her with employment and GED support. Lisa received a step-by-step guide to help her get her GED and

registered with her local GED Technical College to take classes. Lisa was also able to utilize CareSource JobConnect to find employment opportunities and resources and discuss potential jobs with employer partners. Her Life Coach also pointed her in the direction of opportunities on job sites such as SimplyHired and Indeed.

Lisa is grateful to be a part of CareSource JobConnect program and to have worked with a Life Coach. She is now employed at a quick service restaurant and is focused on creating a better life for herself and her child. Now, Lisa is excited about her future. Once she completes her GED, she plans to become a veterinarian and pursue her passion to work with animals. She loves to remind the Life Services team that the only thing that can get in her way is her fear of snakes!



A Prescription of Perseverance

Helping Henry get the medication he needs.

Henry needed growth hormone therapy medications as soon as possible. But after he received a denial letter for his medications the Care Management team reached out to Henry's legal guardian about the Care Management program.

Henry had been ordered Norditropin which was a non-formulary medication. The CareSource care team got right to work, calling the Endocrinologist's office to request a prior authorization of Omnitrope, which had been suggested in the denial letter and by the provider, as an alternative. The office then submitted the prior authorization for the new medication, but because criteria for approval was clinical information of positive bone growth while being administered this medication in the past and currently, the prior authorization was denied.

Both Henry's legal guardian and the care team were persistent, calling the specialist's office frequently, encouraging the provider to submit a new prior authorization submission for approval, with the needed clinical information. Action was taken, and the office placed an urgent request for the submission. Approval for the medication was granted the next day. After that the care team worked with a specialty pharmacy to expedite the medication to prevent Henry from running out of the medication.

In the end, Henry received the needed medication with the help of his Care Management team.



A Push in the Right Direction

Tammy improves her health, both physically and mentally.

Tammy enrolled in Care Management at the end of March requesting assistance in finding a behavioral health provider. The initial assessment revealed multiple complications likely related to poorly managed diabetes, including potential amputation due to a non-healing wound, history of right knee replacement with ongoing complications, and legal blindness. Tammy was underusing many of her benefits and was resistant to change with diet and glucose monitoring.

After connecting with the care team, Tammy received education on pathophysiology of elevated and uncontrolled blood glucose on arteries and vessels, organs, such as heart, eyes and kidneys, and skin. She also underwent an ongoing assessment of diabetes management, education, support, and encouragement to improve self-management. She received assistance with benefits for a knee scooter, coordination of care for in-network behavioral health provider, and multiple collaboration with pharmacy regarding non-covered and formulary medications.

She was also directed to resources for waiver programs and connected to a local agency on aging services to help with home services, as well as referral to a vision provider.

This assistance Tammy received helped her achieve her goal of improved health by actively receiving care for depression and regularly seeing a new endocrinologist to manage her care. The care team could hear an improvement in mood noted at calls and the Tammy is significantly more involved in improving her health. Her A1C and blood glucose range have improved. Her improvement in visible health also led to an improvement in self-management skills. Tammy now connects with her care team or uses CareSource24® the 24-hour nurse line for after-hours concerns and assistance. She also keeps a blood glucose level log levels to discuss at her endocrinologist visits. The care team is happy to report that Tammy follows up on suggestions to improve health, verbalizes a willingness to maximize use of benefits to improve care.



From Conflict to Success

John's journey from Afghanistan to receiving his GED.

At the time that he joined CareSource Life Services®, John was an Afghan refugee who escaped a war zone after losing an arm during the conflict. At 22 years old, he had no high school diploma or higher education, and limited employment experience. What he did have, however, was motivation and drive, which was evident from the initial opt-in appointment in November 2019. There he expressed his dream of obtaining his GED, enrolling in college, getting a degree in computer science, and later pursuing a career in Cyber Security.

John first became a CareSource member when he had learned about a job fair that CareSource was hosting in partnership with Goodwill Southeast in Savannah GA. While attending the job fair, he learned of the CareSource Life Services® and GED programs and decided to enroll and work with a Life Coach. This gave him the extra push he needed to take the next steps toward accomplishing his education and career goals. John was so excited to work with a Life Coach.

It was something he wanted to do for a long time. But he never felt that it was possible with the challenges he faced as a refugee coming from Afghanistan to America with no family, friends, or support system.

During coaching calls, John's Life Coach helped him understand the steps to getting his GED. He was able to register with Savannah Technical College and took the Adult Education Program entry exams. John tested very well, with test results showing that he was proficient in all four areas that the GED test covers. John was provided a voucher for the GED Ready practice test to gauge his readiness. After passing all four-practice tests, he immediately scheduled his GED test. He passed with flying colors. With the completion of the GED in October 2020, John began looking to enrolling in college to pursue a degree in computer science and cyber security. John is excited about his future. Once he completes his degree, he plans to start working in his dream field.



Mom of Four and Student

Donna finds the motivation, and resources to improve her life.

At the time she joined CareSource Life Services®, Donna was 27 and a stay-at-home mom with four kids. She had no high school diploma, higher education, or employment experience. However, she proved she had the motivation she would need to achieve her goals. In June of 2020, Donna opted into the CareSource JobConnect™ program with the mission of getting her GED, enrolling in college, and later pursuing a career as a Surgical Technologist.

Donna was excited to get started and work with a Life Coach to figure how to reach her goal to become a Surgical Technologist. Donna also shared with the team some of her challenges growing up. She had loved high school, but still struggled to deal with personal issues. At a young age, her parents separated. Her dad did the best he could raising her and her four-year-old brother. While Donna was in high school, her dad was diagnosed with stage 4 colon cancer. With his illness, her father was not able

to take care of them. Donna quit school to care for her brother. Ten years passed, but Donna never lost her passion for learning.

During coaching calls, Donna's Life Coach helped her understand the steps to getting her GED. She was able to register with Savannah Technical College and took the Adult Education Program entry exams. Donna tested well in all four areas that the GED test covers and received a voucher for the GED Ready practice tests. She passed all four practice tests, and immediately set out to complete her GED testing.

Donna's motivation showed through her progress. Within 30 days, she had passed all four tests for her GED. As of August 2020, with the completion of her GED, Donna is now enrolled at Savannah Technical College. Donna is excited about her future and, once she completes her degree, plans to start working in the healthcare industry.



Being Resourceful

Janelle makes use of available resources to find a home.

As a new resident to Georgia from Illinois, Janelle was a “homeless” mother of three children. She was currently living with her mother in section 8 housing. Under the housing restrictions, Janelle’s mother was not allowed to have other residents in the home. Being unemployed and with no knowledge of available resources in Georgia, Janelle needed community resources for housing and financial assistance. The lack of knowledge of available resources was a huge barrier to Janelle’s wellness.

The CareSource care team stepped in to provide Janelle with several community resources, including Society of St. Vincent De Paul-Georgia and Gwinnett Housing Corp. In March, Janelle contacted the care team to report she heard back from a St. Vincent De Paul-GA, Hotel to Home program case worker. The case worker from the program was able to assist Janelle with her first month rent and deposit for housing. Within days, Janelle reported to the care team that she had found a move-in ready apartment for herself and her children in Gwinnett County from the Gwinnett Housing Corp.



Moving Forward

Nikki moves in the right direction to make a difference.

Nikki came to CareSource JobConnect™ seeking assistance with employment. While her main goal was to obtain a good job, she really wanted to take her time working with a Life Coach to figure out what her next steps should be.

During the first meeting, Nikki shared her life story and talked about how much she had already accomplished. She was proud to share that she had been a teenage mom and still managed to graduate college with a degree. She admitted that life had been hard, but she was determined to succeed because her children depended on her.

The Life Coach discussed life goals with Nikki and she replied, “I just want to help people and make a difference” She had a strong connection to her community and even enlightened the team about a few programs that could benefit members in her County.

During coaching session, Nikki shared with CareSource that she had begun working part time with United Way of Greater Atlanta and was accepted into their VIP training program. United Way VIP is a

training program designed to develop and enhance leadership skills and increase diverse volunteer participation in nonprofit board and leadership positions in Greater Atlanta. VIP gives participants the tools to serve as effective board members of local nonprofit agencies. Workshops include fundraising, strategic planning, marketing, and financial and legal decision making.

Nikki has developed a business plan for her own nonprofit, for which has great passion and excitement. She has overcome hardships and dedicated her talents to community leadership and service.

Nikki was recently accepted into Herzing College majoring in Entrepreneurship. Her new goal is to obtain a degree, build her business and purchase her first home. She was excited to sign up for My Money My Future Program as a first step to financial literacy.

The CareSource Life Services® team will continue to support her efforts and work with her to achieve her goals.



On the Fast Track

Kiara works hard to achieve her dreams.

Kiara came to CareSource Life Services® in June 2021, seeking her GED. She recently relocated to Atlanta with her daughter and was determined to start college classes in the Fall to pursue her dream career in the IT field. While members are encouraged to pursue the GED at their own pace, the CareSource Life Services team knew that Kiara was different. She told the team her educational goals and asked that they partner with her to make them come true. Kiara needed to complete all 4 tests before the summer session class began in July. She knew that taking tests back-to-back would not be easy, but she was up for the challenge.

The CareSource Life Services® team discussed life goals and Kiara replied “I just want my child to see me work hard and chase my dreams”. The Life Coach knew Kiara would need additional assistance being new to Atlanta and unemployed. Kiara was referred to DFACS for TANF/Food Stamps, CAPS for childcare, WorkSource Atlanta and YMCA membership for the family.

Kiara passed all 4 tests and obtained her GED in one week. She enrolled at Atlanta Technical College in a free tuition program carried out by the Hope Scholarship. She is majoring in the Networking Specialist Diploma and was offered the ability to be a part of the Job Corps Scholars Program that will fast-

track one of the required certifications and provide additional funding if needed.

Within the diploma, she will obtain the Network Support Specialist TCC, PC Repair & Network Technician TCC, Cisco Network Specialist TCC, and finally the Linux Administrator TCC. Kiara completed the FAFSA the moment she passed the GED, so she was able to receive a financial award update sooner than most. She was awarded three times more as an in-state student and reduced the worry of paying back student loans. She was also awarded the Hope GED Grant in the amount of a \$500 voucher by the Technical College System of Georgia. Her expected graduation date is Fall 2022 or Spring 2023 at the latest.

During the last coaching session, the Life Coach told Kiara how excited they were for her and that she would be a featured success story. When asked if she wanted to say anything about the CareSource JobConnect™ program, she replied “I am pleased to say that I couldn’t have done this without my exquisite mentor, and I’m super excited to keep the CareSource Life Services team with me during my journey in college. It is my hope to be a source of encouragement for any prospective students. Thank you!”

The team will continue to support her efforts and work with her to achieve her goals.



Caring for the *Whole Health* of Georgia

HEALTH CARE | LIFE RESOURCES | SUPPORT PROGRAMS