

Bernie has been a member of one care for three years. He was passively enrolled in to his plan. Bernie is 59 years old and became eligible for Medicaid and Medicare after an auto accident 10 years ago. After his accident, Bernie experienced lasting damage to his back and shoulders resulting in chronic pain and physical instability. Bernie uses a walker when outside his home, but when at home leans on walls and furniture to get around. He does fall from time to time.

Bernie is very happy with his health plan. His doctor is responsive to all of his medical needs. He had an eye infection, and the doctor was able to get him appointments with different specialists to get the problem resolved. Bernie has had to care coordinators. He liked his first care coordinator, because she is very caring and seemed concerned about Bernie's well-being. The care coordinator even came to his house once.

Bernie does not really like his new care coordinator. She has been his coordinator for number of months, but they have still not met in person and talk infrequently. Bernie likes to be self-reliant and does not like to bother his care coordinator. The care coordinators cannot do much anyway. His first coordinator taught him how to arrange rides with medical providers and also arranged for Bernie to get transportation to go food shopping.

Bernie talks about often being depressed or fighting off depression. He tries to keep busy in his house. He does not get out much, because he was told by both care coordinators that this plan will not pay for him to go to baseball games or other outings. He also gets depressed because he spends holidays alone— he has no relatives in the area and his closest friends also live far away or have died. He does take the ride sometimes, but it can be difficult to arrange rides. He lives near the end of the border of the territory where his ride service ends. This means they will not take them directly to some of the places he likes to go.

In addition to feeling depressed, Bernie has chronic pain. There are long stretches of time when Bernie has to stay in bed. By bed, Bernie means that he maneuvers himself from the bed to the kitchen or the bathroom or to the living room and back to bed. He saw a physical therapist many years ago but has not seen one since. Bernie does not think he has ever had an assessment for falling. He bought himself a walker and a cane from a local store. These help them get around.

Bernie will not take painkillers, because of a history of Substance Use Disorder in his family. He did ask both his coordinators about getting massage therapy and or acupressure or acupuncture, but neither one got back to him with an answer. Bernie has not followed up because he figures the answer will be no anyway otherwise the care coordinators would have gotten back to him.

In the last few months someone from the care plan, he is not sure who, came by and evaluated his home. They asked Bernie if he needed any assistance and Bernie told him no, he was fine.