



Relieving a financial burden

Mia learnt how to deal with her daughter's cystic fibrosis, but she never got ahead of the claims and billing paperwork.

Mia felt overwhelmed by the claims and billing paperwork due to her daughter Anika's cystic fibrosis. Jodie, an Optum claims advisor specializing in complex advocacy, proactively contacted Mia. Mia's life changed immediately.

Jodie took the burden of claims, disputes, appeals and grievances by coordinating with all the providers and their carrier. Jodie proactively checked in with Mia to inform her of the progress she was making. Mia was relieved of the stress of claims management. She could focus on Anika, who had just received a bilateral lung transplant.

Mia had been unable to keep track of the paperwork and didn't know how to navigate the system. She even had thought about going to court and ask a judge to figure it all out. Thanks to Jodie for being proactive, she didn't have to.



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Because of Jodie, I feel like a weight has been lifted off my shoulders. I was able to focus on Anika's recovery and happiness instead of paperwork. Her help meant more than words can say.

— Mia, an Advocacy consumer



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