
Isaac's Story



The Nurse Behind the Story

Megan is a registered nurse and complex case manager at Lucent Health:

- 10+ years in nursing
- Background spanning inpatient and outpatient care, including chemotherapy, immunotherapy, and autoimmune conditions
- Today, she supports members across the country managing chronic and complex conditions like hypertension, diabetes, and cancer

“Even though I connect with members over the phone now, I really feel like we get to know each other. They reach out to me for advice, and we end up talking about their family, their pets, and their lives.”

Meet Isaac

Medical History

Isaac is a Lucent Health member who was recently hospitalized after experiencing complications related to uncontrolled Type 2 diabetes.

Job and Family Life

Isaac lives on a fixed income, and his job requires frequent travel and long shifts on his feet. He is often unable to make phone calls during normal business hours.



*This story is a representative example based on real member experiences. Names, images, health conditions, and other details have been changed or combined to protect member privacy.



Isaac's Challenge

After his hospitalization, Isaac suddenly found himself managing more appointments and lifestyle changes while trying to maintain a demanding work schedule.

Traditional finger-stick testing became difficult to manage consistently because he often could not step away during the workday to manually check and record his blood sugar levels.

His providers recommended transitioning to continuous glucose monitoring (CGM) technology.



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The First Call

Near real-time claims activity flagged Isaac as a potential candidate for case management following his hospitalization.

When Megan first reached out, she focused on understanding Isaac's daily routine, work demands, and biggest concerns after leaving the hospital.

She asked questions about how he was managing his blood sugar throughout the day, whether he understood his care plan and medications, what challenges he was facing with appointments or supplies, and what barriers might make it difficult for him to consistently manage his condition while traveling for work.



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Barriers to Care

Financial: He was worried about how he would afford the ongoing cost of the CGM supplies, which can range from **less than \$2,000 to \$7,000 a year**

Coordination Challenges: He was struggling to navigate coverage requirements, prescriptions, and coordination between multiple providers and suppliers

Time and Access: Frequent travel, long workdays, and limited phone access made scheduling appointments difficult to manage



Financial



Coordination Challenges



Time and Access

Providing On-Going Case Management



Megan worked directly with Isaac's providers and helped schedule follow-up appointments on his behalf, reducing the burden of managing ongoing care alongside long work hours



Megan also helped Isaac better understand his diabetes care plan, including nutrition, blood sugar management, and lifestyle habits that could help reduce future complications.



Knowing affordability was a concern, she helped Isaac navigate coverage options and financial assistance resources that made the recommended monitoring technology more manageable within his budget.



**“I developed direct relationships
with everyone involved in
supporting the case.**

I was calling, emailing, and
following up constantly. I was
doing everything I could to help
keep the process moving
forward for him.”



Outcome:



Financial: Isaac gained access to the monitoring technology and support recommended by his care team while reducing uncertainty around coverage.



Professional: CGM helped Isaac better manage his condition throughout long workdays and frequent travel without relying solely on manual testing during limited break times.



Emotional: Provided relief during an overwhelming transition after hospitalization and helped Isaac feel more confident managing his diabetes day to day.



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The Lucent Difference

At Lucent Health, our nurses bring together clinical experience, advocacy, and compassion to support members through some of life's most difficult moments. For Isaac, that advocacy didn't just provide access to new diabetes monitoring technology, but it restored confidence and peace of mind.

"A lot of big companies go down a checklist. Are you taking your meds? Are you making appointments? They take the personalization out of it. We go the extra mile. If a member's struggling, we ask, ***What can I do to take that stress off your shoulders?*** Let me carry it for you."



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Lucent Health: Care Management Solutions

Integrated suite of care management services designed to cover all members



Utilization Mgmt.

Clinical review and care coordination designed to help members access appropriate, high-quality care at the right time.

Our experienced nurses and clinicians support informed treatment decisions while helping avoid unnecessary delays or services.



Large Case Mgmt.

High-touch nurse support for members facing serious illnesses or injuries.

Our nurses help coordinate care, navigate treatment, and support members through complex health journeys with personalized guidance and advocacy.



Complex Care Mgmt.

Dedicated support for members managing chronic or long-term health conditions.

Nurses and care coordinators help members stay engaged in their care, improve health outcomes, and reduce unnecessary complications or hospitalizations.



Interested in Learning More?

Contact us at
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