

Amerigroup Case Managers: Here to Help

There are people in another state giving out Helen Jenkins's name and phone number. Is she steaming mad about it? Is she ready to call the authorities to put an end to the harassment?

Oh, quite the contrary.

Helen, an Amerigroup case manager registered nurse based in Virginia Beach, has been making a name for herself in Maryland, and the good news is spreading the old-fashioned way – by word of mouth. In a three-week period, Helen was able to make a positive impact on three different members' lives, even though she was only assigned to one of them. But when the first told a second, then eventually a third, Helen found herself helping members she didn't even know existed.

That's because once "Sarah" of Baltimore worked with Helen, she started telling other members about the experience. And now a network of members spreads the news about Helen.



"If you have Amerigroup, call Miss Helen," they say. "She can help you."

After an initial call and subsequent assistance finding a physician and getting information about controlling her diabetes, Sarah was thrilled with the help she received from Helen. In a few short weeks of telephone contact, she built a relationship with Helen and was willing to send her friends Helen's way. She asked for permission to give Helen's contact information to a friend who also has Amerigroup.

"The motto of this unit is 'We're here to help,'" said Helen, who has been with the Company for two years. "So, obviously the answer was yes."

Two days later, Helen received a call from "Felicia," Sarah's friend who also needed assistance. The member recently had undergone surgery and needed stitches removed. Home health made two visits and never returned. Physical therapy never showed. The member's son performed wound care and was paying for the dressing supplies.

Helen discovered that Felicia had never seen the assigned primary care physician and did not know the name of the post-operative physician. She also could not remember the name of the home health agency.

Helen went to work, reviewing files and authorizations, and she discovered the member had missed her follow-up appointment. By the next day, Felicia had an appointment and transportation arrangements – both set up by Helen.

“I had helped her, and she had told this friend that I would do the same for her.”

Helen Jenkins
Amerigroup case
manager registered
nurse

And once word got out in Maryland that Helen had worked her magic again, well, you know what happened next.

“Two days later I received another call from a woman who said I had been recommended to her as someone who could help her with her health care needs,” Helen said. “I also received a call from the original member wanting to know if I minded that she had given my name to another friend.

“I had helped her, and she had told this friend that I would do the same for her,” she said.

Helen contacted the new referral and offered her assistance.

Now, Miss Helen’s name and phone number are circulating around churches, neighborhoods and community groups all over Maryland. And she’s not about to put a stop to it.