



Amerigroup Associate's Dedication Benefits Young Member With Complex Needs

Becoming a first-time parent at age 18, Denise wasn't quite prepared for the challenges that would come with the birth of her daughter, Makayla. When Makayla was born three years ago, she had multiple orthopedic problems, a dislocated hip and two severe clubfoot deformities. It was unclear whether she would ever be able to walk.

According to her mother, Makayla has undergone six surgeries – three of them major – and has been to the doctor more than 150 times. Denise explained, "You see somebody that you love so much in the hospital with needles stuck in her, in a cast. It doesn't just hurt you – it kind of humbles you, too."

But in 2008, Amerigroup's Nancy Jones became Makayla's case manager, and the hurt began to turn into healing.

Nancy, a pediatric case manager in Houston, assists members with finding doctors and specialists to provide the services that their children need. As

Makayla's case manager, Nancy coordinated all of her appointments with doctors, physical therapists and specialists. Her dedication in coordinating complex care for kids like Makayla, who need it most, has definitely made a big difference in this little girl's life.

**"This will be a part of me
for the rest of my life,
because seeing her,
seeing her playing, seeing
her walking was amazing."**

Nancy Jones
Amerigroup Case Manager

In the words of a registered nurse who regularly cares for Makayla: "You know, I think that's the stuff miracles are made of."

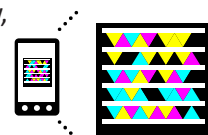


Makayla and her mother, Denise, Amerigroup members

Today, due, in part, to Nancy's efforts, Makayla is able to do what no one thought possible – walk.

"To see everything that we do every day come together and be successful for this little girl," Nancy said. "This will be a part of me for the rest of my life, because seeing her, seeing her playing, seeing her walking was amazing."

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