



Disease Management Program – Depression: Member Story
July 18, 2017

Chorus Community Health Plans (CCHP)'s Depression Disease Management Program was able to successfully help a young mother of three small children with post-partum depression with psychosis.

The 24-year-old CCHP member was admitted twice in one month to inpatient psychiatric care for post-partum depression with psychosis. According to her case manager, early in her hospitalization she was non-verbal, paranoid and catatonic. At the time of discharge, the woman's mother was providing 24-hour supervision.

Her case manager began outreach after she was discharged.

The member had a local, outpatient psychiatry appointment set up for two weeks following her discharge date. The woman's mother tearfully reported to the utilization manager that her daughter was unable to care for herself or her children. The member's mother was considering returning her to the hospital unless she could be seen sooner.

The mother felt her medications needed to be evaluated and adjusted.

CCHP's case manager called a local provider to set up an appointment, but they could not move up the appointment because the member was a new patient establishing care. The member's mother told the case manager she was willing to travel outside the county if needed and could accompany the member to the appointment.

The case manager reached out to a Telehealth Clinic. The clinic was able to see the member the next day. The member and her mother attended the appointment together so the mother could relay her family's history. The provider added a diagnosis of anxiety and changed the medication.

The next week, the member reported significant improvement in both physical and mental functioning. She was engaged in conversation and no longer required 24-hour assistance.

According to the case manager, the member continues to see her provider.

The member reports that she is filling her medications as prescribed. Through a review of pharmacy claims, the case manager has confirmed her compliance.

The member has not been re-admitted to a hospital.