

Hello. My name is Krystal Bibbs. My mother is Doris Creighton, is 91 years old and has Alzheimer's. She has been living with us for over a year. My husband and I have been the only caregivers she has had. We both work and my job frequently requires mandatory overtime nights and weekends. Up until recently that meant she was home alone. Her current condition requires constant supervision. After months and months of tracking down documents we finally got mother approved for Medicaid. And by sheer luck I chose UHC as the network for KanCare. The phone rings and there is Tim Thomas care coordinator for UHC on the other end. Our lives changed at that moment. Up until that phone call I had been a prisoner in my own home. I had prevailed upon neighbors as much as I gracefully could but that was really no longer an option. Within days we had a meeting scheduled around my work hours to meet Tim and for him to do an assessment of mother. His qualified background and understanding of mother disease made all my questions seem logical and he encouraged my husband and I both to share what expectations we both had and what ultimate outcome did we expect. As if this weren't enough we were able to find Windsor Place Home Health in Lawrence. I am not sure I know how to convey the magnitude of their home care for mother. In dealing with their family owned business and the care coordinator, Zach my husband and I know how a security we had never had before. It is almost as if we have our own private duty attendant on call 24 hrs a day. In dealing with both these organizations my family has been treated as if we were the only client. All conversations begin with how can we help, what resources do you need, are we providing the right care for your mother? I have been in the medical field for over 20 years. I was sure I was prepared to handle the fallout from mother's Alzheimer's. I was wrong. Nothing can prepare you for the devastation and loss of dignity this disease inflicts on its victims. The life lines for me were specifically these two amazing young men, their organizations and the strength of their commitment to individualized care for each of their patients. I am no longer a prisoner in my own home. I am no longer afraid to walk to the basement, hoping mother doesn't bolt for the front door and out to the street. Her physical health has improved and the quality of her daily routine has been completely turned around.

I am sure with this budget cutting mentality, the Affordable Care Act and the instability of Medicare's longevity these services provided to my family seem insignificant. But these services have kept a family together, saved the state money, and let an elderly woman have some days filled with warm loving care whether she know it or not. If I can provide specific examples of the benefits we receive from Tim and Zach please feel free to contact me. Their causes need to be championed.