

November 10, 2014

To whom it may concern:

My name Christine Doherty and I have been with United Healthcare/KanCare since January 2013. I am on the Physical Disability Waiver, Non-Dual.

United Healthcare has provided me with a care coordinator (Jenna Giefer) that really cares about me, my needs, and always strives to help me be better physically and mentally. My care coordinator has helped me to get things I need in my home to make me safer and more independent. My care coordinator has helped me to obtain a blood pressure cuff, shower bench, grab bars, automatic medication dispenser, an electric scooter, and a ramp. The ramp and the scooter have helped me from falling so much. I had about 25-30 falls take place on the stairs into my home since moving into my home. With the ramp in place I have had no falls on the stairs and have only had near falls take place inside of my home. The grab bars and shower bench in my bathroom help me stay safe so I don't slip and fall. I take a lot of medications and the automatic medication dispenser has helped me keep better track of my medicines. Before I had the medication dispenser, I was taking the wrong medications at the wrong time, was double-dosing, running out of pills too soon, and I was over-medicated. It's so much easier and safer for me now. United Healthcare also helped me to get a new cane because my old one was worn out and unsafe. I am able to go for walks because I have the new cane.

I've had to go through several surgeries this past year that would have not have been possible had I not had United Healthcare. Those surgeries, for me, have made my life a little easier. Since KanCare came into effect, my care coordinator has adjusted my attendant hours as needed, which has made my life much more bearable. I can actually enjoy things in life now because the load isn't on me. I am in constant pain and have so many things wrong with me, having the support to cope really helps me a lot.

My sister also has KanCare and was assigned to a different MCO other than United Healthcare. The other MCO was not giving her the same attention I was getting from United Healthcare and my care coordinator. My sister wasn't able to get the medication she needed either. My sister switched to United Healthcare and now leads a much happier and healthier life.

I have chosen to stay with United Healthcare because they focus on me and my health. I feel really blessed that with the help of United Healthcare and my care coordinator, I have been able to have such a great quality of life.

Christine Doherty

