

Testimony of

Heather Beck, on behalf of Annette Chancey Molina MyCare Member

May 24, 2017

Senator Oelslager, Ranking Member Kindell, and member of the Committee, my name is Heather Beck, and I am the daughter and caregiver to my Mother, Annette Chancey, a Molina MyCare Ohio member.

My Mother's Story

My mother's name is Annette Chancey, she is 57 years old. My mother had been working a full time job and taking college classes at Columbus State. She didn't have any chronic health issues. All of that changed on May 19, 2011. I was home with my mother on the evening of May 19, 2011. She was complaining of chest pains and I was concerned that she could be having a heart attack. I called 911 and she was taken to the hospital. After arriving at the hospital the doctors determined that she needed to have surgery due to multiple blockages. On May 20, 2011 she had quadruple by-pass surgery. The surgery seemed to be a success, however the next day she went into cardiac arrest. She was not breathing for almost 20 minutes. They were finally able to stabilize her by putting her on life support. My mother was in a coma for approximately two weeks. While she was in a coma her organs started to shut down. She required dialysis treatments to try to improve her kidney function. When she woke up, she didn't know who I was or who my brother was. She had no memory of going to the hospital on May 19. Her past memories were very confused. She was able to recognize my grandmother and her brothers. The hospital staff began to work to wean my mother off of the vent. About two weeks after she woke up she ended up with a mucus plug in her trach which caused her to go into cardiac arrest for a second time.

Eventually my mother stabilized enough to be transferred to another hospital for rehabilitation services. She was there for about a month, learning how to do everything again. She made great progress in this facility and then transferred to a nursing facility for continued rehabilitation. My mom stayed in the nursing facility for approximately four months, before we were able to bring her home with Ohio Home Care Services.

When my mother first came home I was working full time. I was able to have personal care aides through an agency with my mother while I worked. She also had an emergency response system, received a lift chair, transport wheel chair and bathroom modification. We were involved with CareStar at that time and my mother only had Medicaid benefits. We often had issues with personal care aides providing all of the care my mother needs. She doesn't remember to do tasks that may be simple to others such as remembering to take medication, to eat, reminding her to take smaller bites and chew completely when eating (she is prone to choking due to scar tissue from the trach), dressed, take a shower or go to the bathroom. Most days I have to remind her why she doesn't work or can't do things she was previously able to do independently. I eventually had to give up my full time job to become my mother's paid caregiver. I still work part time from home around the times I care for my mother. I rarely leave her by herself for more than a few minutes. I worry she will try to cook, or do something she isn't able to do for herself.

I have continued to work part time from home around caring for my mother. In 2015 I purchased a new home for my mother and me to live in. The bathroom was redone so that bathing and normal day to day bathroom functions can be done more easily and allows my mother to be more independent. Getting my mother in and out of the new house had become a two person job. We were also able to get a ramp built so that she is able to get in and out of the house with just my help. My mother's MyCare Molina Waiver paid for both the bathroom and ramp modifications

In 2014 my mother became eligible for the MyCare program. She was an Opt-Out member at that time, having her Medicaid and Waiver benefits through the Molina MyCare program. In 2016 she enrolled in the MyCare Medicare portion of the program. It is very beneficial to have one point person to contact regarding all of my mother's medical benefits and waiver services. Previously I had multiple people to contact and trying to remember who to call for different issues was often confusing and frustrating.

I feel that without this program my family would not be able to handle the day to day task of caring for my mom at home. She is able to be home and enjoy spending time with her parents, children and grandchild. Without the MyCare program I don't think I would have been able to keep my mom at home. Without the home modifications alone I couldn't have continued to care for my mom without having to inconvenience others to come help get her in and out of the house for her numerous doctors' appointments let alone to just get her out of the house for some fresh air. The bathroom modifications have helped tremendously what use to take hours to get her bathed is now a much easier task to complete and it also gives her more independence to shower and do her own personal care when she can. Having one person to be able to contact has helped get problems fixed in a reasonable manner instead of being bounced around from person to person hoping that you could finally be transferred to the correct person we were needing.

I think that MyCare program should be available state wide; everyone deserves to be in the comfort of their own home and with their loved ones. Even with the patient's disabilities and developmental delays they should still be able to have as much independence and to enjoy their life. Making it easier for the patient and the caregivers to have one person of contact verse many helps simplify the process and makes it more feasible for the patients to get one cohesive plan set than trying to get all the other contacts on the same page.

Thank you for your time today

Heather Beck