



Case Study: >>Tracy L.

Young Mother Controls Unstable Diabetes; Is Able to Return to Work; Leave Medicaid Rolls



Tracy L. is a 26-year old with two children who was unable to work due to unstable diabetes. The stresses of daily life contributed to her finding it difficult to properly follow the blood testing and medication regimen established by her physician. She understood what she was supposed to do; she just had difficulty remembering to do it at the proper time.

In November 2004 Tracy was given the opportunity to participate in her state's Medicaid Wireless Medication Reminder Program. She jumped at the chance. A Compliance Advisor came to her home, verified that the medications she was taking and the ways she was taking them were in accordance with her physician's instructions.

A protocol of reminders was established where four times daily, Tracy would receive a text message on a pager provided by Medicaid. Each reminder would contain instructions about what action was to be taken at that time.

With the reminders, Tracy was able to achieve almost complete adherence to her physician's instructions. Her condition improved dramatically to the point that she was able to return to her job in a childcare center. She was no longer eligible for Medicaid and her reminder service was cancelled.

Tracy was happy to be back at work, but she found that the additional pressures of her job and the setting of the childcare center increased the difficulty of compliance and she was now well aware of the problems non-compliance could cause. Tracy decided to re-enroll in the reminder program as a private payer and has re-established her compliance routine.

She says that whenever her pager alert goes off, the children shout, "Miss Tracy, it's time to take your medicine!"

In this case, a little bit of assistance has allowed an individual to improve her health and quality of life, including self-sufficiency for the costs of her medical care.