

SNI-Rachel Detailed Video Transcript

LENNIE DEAN: Rachel was born with cystic fibrosis, and has recently undergone a bi-lateral lung transplant.

RACHEL DEAN: Before transplant, I couldn't even walk up the stairs. I can run a mile now. And I can take deep breaths when I run. And keep going.

LENNIE: My name is Lennie Dean. I live in Ft. Worth, Texas...with my wife Debbie, and my two children Ryan and Rachel.

DEBBIE DEAN: Our daughter, Rachel, was diagnosed with cystic fibrosis at 9 months of age. We knew that there would always be a lot of medical needs here.

LENNIE: With cystic fibrosis, you have a lot of treatments, a lot of medicines that they go through throughout their entire life.

DEBBIE: We have incurred a lot of doctor visits, medical bills, specialty treatments that we've had to go through.

LENNIE: As you can image, we have tremendous amounts of bills.

DEBBIE: A lot of detailing that we had to keep tabs on.

LENNIE: It's almost impossible with the coding to know exactly what you're seeing. So when there's a billing issue, you don't know where the problem is, and it kept piling up, piling up.

DEBBIE: It's one thing to fight for survival, and go through a double lung transplant, and then have collection people calling you and harassing you. That's not right. When these things are hanging over your head, there's such anxiety and it creates so much more stress in the environment, where it shouldn't be. It should be about taking care of your child.

LENNIE: It's very overwhelming.

JODIE NAZE: Lenny was frustrated. He needed an advocate for Rachel and her medical conditions, and that's when I went to work. My name is Jodie Naze and I'm a Family Advisor on the Special Needs Initiative team with UnitedHealthcare. We help families who have children with special needs. We help them with benefits, claims, and social

service contacts. With the Dean family, the problem was they were having some financial situations with claims.

LENNIE: In this one particular case, one of the medicines that Rachel gets on a daily basis, the billing got really messed up.

JODIE: And I was able to address the situation.

DEBBIE: She came to us at the perfect time and helped us just unbelievably.

LENNIE: To have someone tell me every week ... "Hey, I knocked this out, this is done, this is done, this is done."... this is like, it's unbelievable.

JODIE: The health care system is extremely complex. I believe without us, these families wouldn't have the opportunity to get what they need when they need it, how they need it.

DEBBIE: The stress that she took away, you couldn't even put a dollar on it.

JODIE: The relief in Lennie's voice was amazing. For him to understand that he would have one point of contact at UnitedHealthcare to answer any of his questions that he had was, I think, the best thing of all.

LENNIE: I consider her family for what she did.

JODIE: My reaction to when he says that is I want to cry. I'm crying now!

DEBBIE: She's welcome in my home. Any time. She has touched our hearts. And I haven't even met her.

JODIE: Hi everyone, I'm Jodie!

DEBBIE: Oh! Oh my gosh!

DEBBIE (to JODIE): When you said something, you meant it and did it. We're not used to that.

JODIE: You just love working with the families, and knowing I can help them, I'm crying again!

DEBBIE: I would say to any mother -- or parent -- that has a special needs child or a situation, find a Jodie. She has helped our lives, to focus on Rachel.

JODIE: I do feel I've made a difference in their lives. I'm here to help, no matter what.

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