

April 13, 2021

To: Senator Claxton, Representative Meyer, and Members of the Health and Human Services Committee

Re: LD 415 Resolve, Directing the Department of Health and Human Services to Increase MaineCare Reimbursement Rates for Targeted Case Management Service to Reflect Inflation.

Thank you so much for sponsoring this bill. Most people have no idea what Case Managers do for their clients. Please let me give you a little insight.

We have a mentally challenged adult child with medical issues. She is a happy-go-lucky person who ends up in the hospital periodically due to a blood disease called Evans Syndrome. Her Case Manager has sat with her and encouraged and consoled her many times until one of us could get there. We usually live in Florida during the winter months; however, not this past winter season due to Covid 19.

In March 2013, she was in the hospital for pains in her stomach and low blood counts. Due to the low blood count, the hospital staff decided she needed three units of blood. In her records it states: "If I need a blood transfusion, cellular blood components must be Gamma radiated." However, they managed to get one unit of regular blood into her before her Case Manager could reach me. The other two units were never given. I managed to talk to a doctor who admitted that with her condition it would be harmful; like putting gasoline on a fire. The nursing staff wanted the Case Manager to leave the hospital room; assuring her that they could take care of the patient. We can only imagine what would have happened to my daughter had the Case Manager left.

In April 2016, my daughter was treated for depression/suicidal thoughts. Her staff and Case Manager kept her going with 24 hour coverage. When I got to my daughter, she was like a zombie. There was no light in her eyes; just sadness. I had never seen her like that before. Telephone contact would not work for our daughter because she would tell you what she thinks you want to hear. Thank God for these amazing people who stood by her.

Due to the service these wonderful people provide, ordinary people like us have been able to have a semi-normal life. Our daughter is doing so well now. She is living independently with support as needed. She is happy-go-lucky once again. Please don't think: This is not their job, because this is what good Case Managers are made of. They don't consider the hours or money; they consider the person; the human being.

Please sign LD 415 and increase MaineCare Reimbursement Rates for Targeted Case Management Service to reflect the inflation rate. From the bottom of our hearts, we thank you for supporting and encouraging these amazing people.

Dan and Meg Duchette  
Wells, ME