

Personalizing Healthcare Navigation and Advocacy

Helping a Retiree Navigate a \$2,000 Medication Grant Application

Challenge

Healthcare today is fractured, overwhelming, and potentially cost-prohibitive.

This is true for anyone, let alone retirees living with medical conditions on fixed incomes. When one of our retiree members was prescribed a medication with a price tag of over \$2,000 for a 30-day supply, he knew he needed help. He and his wife called their dedicated Advocate team at LaborFirst.

Solution

The couple spoke to their Advocate, Shyanne Bender. Shyanne took immediate ownership of the situation. She called the couple's pharmacist and asked if there were any relevant co-pay assistance programs for this medication or the patient's diagnosis. Their pharmacist provided the name of a non-profit that had approved a similar medication grant in the past.

The grant provider's application process included multiple steps, document submissions, and specific technical requirements that could easily overwhelm any member trying to navigate it alone. Rather than handing over a list of instructions to the couple, Shyanne guided them through the entire process, explaining which documents were needed, when to submit them, and how to upload files directly from their phone when technology felt too intimidating.

Shyanne continued to manage the full submission process by handling communications with the grant provider, monitoring the status of the application, and proactively following up to ensure nothing was overlooked.

Having an Advocate like Shyanne makes all the difference. Our retiree members need a Medicare expert who understands the healthcare system, can break down the complexity into manageable steps, and guide them from start to finish. With this kind of resourceful problem-solving, personalized guidance, clear communication, and complete transparency, our retiree members felt supported and confident in their pending application.



“The couple had complete trust in me to submit their application, make follow-up calls, and help obtain approval for the grant.”

— Shyanne Bender, Advocate

Results

Thanks to their Advocate, the couple's grant was successfully approved, completely covering the \$2,000 monthly medication cost.

Their positive experience and personal connection formed the beginning of a lasting relationship. Today, when the couple calls LaborFirst, they request Shyanne by name. Their conversations often extend beyond health benefits, which Shyanne says is common.

Shyanne regularly receives flowers, cards, and family updates from grateful members. Building meaningful relationships is what defines our service model, as they empower real healthcare advocacy when members need it most.

“Most days I laugh with our retirees, other times I cry with them. I cannot put into words how heartwarming it is to help someone so much in their time of need.”

— Shyanne Bender, Advocate

Retiree Advocacy Services at LaborFirst

Our team of in-house, US-based Advocates is dedicated to helping retirees understand and navigate their health benefits. Whether it's answering questions, making calls to resolve issues on a member's behalf, or increasing adoption of preventative care, our personalized advocacy improves outcomes and satisfaction.

To learn more about our world-class advocacy, contact us at sales@LaborFirst.com or visit our website at LaborFirst.com.



Case Study

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