

July Success Stories

Highlighting some of the great work Titanium Healthcare Lead Care Managers, Care Coordinators, and Housing Navigators achieved in July 2023 for the California Enhanced Care Management Program, Community Supports Program, and Washington Health Homes.



“A Helping Hand”

LCM/CC/HN/RES/Nurse: Sandra

Conditions: Diabetes Type II, High Cholesterol, Hypertension, Arthritis, Osteoporosis, Gastritis, Fatty Liver

Situation: My member is a 32-year-old woman with a history of trauma and depression and she needed help finding an EMDR therapist covered by her insurance. EMDR (Eye Movement Desensitization and Reprocessing) is a therapy involving eye movement to address trauma. Since some clinics I contacted were unfamiliar with it, I asked the Los Angeles County Department of Mental Health, but they couldn't provide EMDR therapy or a referral. I then spoke to Health Net's clinical consultant, who gave two referrals, but the clinics didn't accept the member's insurance.

Outcome: She is now receiving help at home from her case worker/caregiver with rides to doctor's appointments and is also getting help cooking, opening canned goods, and other tasks she was struggling with. She is very thankful that I was able to assist with the application and the processes to get approved for the IHSS program.

Health Plan: Health Net, CA

“Weight Loss Win”

LCM/CC/HN/RES/Nurse: Dana

Conditions: Spinal Stenosis, Diverticulitis, Severe PTSD, Neuropathy, Rheumatoid Arthritis, Depression, Anxiety, Mild Asthma, Essential Hypertension, Diseases of Esophagus, Postmenopausal disorders, Muscle Spasms

Situation: My member is 55 years old and we have discussed her high BMI and how she wanted to work on losing weight and improve her health conditions and she agreed to start incorporating 4 to 6 servings of fruits and vegetables into her daily diet and limit any fried food, carb intakes, and unhealthy options.

Outcome: My member has lost 6 pounds to date and is continuing to improve and work on her health. She feels better mentally as well due to being able to achieve her goal and see herself improving. Losing weight has also increased her confidence to be able to take on more goals and start to incorporate more physical activity and mobility into her lifestyle. Even though she says she is not exactly where she would like to be, she is very happy to have made significant progress.

Health Plan: Anthem, CA



“Mom Knows Best”

LCM/CC/HN/RES/Nurse: Yesenia

Conditions: Asthma, Major Depression Disorder, Chronic Kidney Disease, Congestive Heart Failure, Coronary Artery Disease, Diabetes, Hypertension, Substance Use Disorder, Traumatic Brain Injury, Bipolar Disorder, history of Cardiac Arrest, Seizure, Encephalopathy

Situation: My member is a 55-year-old female who is under the care of her mother due to her suffering cardiac arrest and she is no longer able to care for herself. Her mother was interested in getting her enrolled into a program that can assist with her behavioral challenges and memory. I was able to connect her with the Los Angeles department of mental health who submitted a referral to Didi Hirsch Mental Health Services.

Outcome: She is currently on the waitlist to receive therapy and the program also referred her to a local regional center which she is in the process of enrolling in. I'm also assisting her mother with communicating with the intake coordinator. Her mother is thankful for the support that the ECM program provides.

Health Plan: LA Care, CA

“CPAP S-O-S”

LCM/CC/HN/RES/Nurse: Dania

Conditions: Asthma, Diabetes, Hypertension, Depression, Sleep Apnea, Chronic Pain, Anxiety, Arthritis, Cholesterol, PTSD

Situation: My member is a 61-year-old female and informed me that her CPAP machine stopped working and was not able to get adequate sleep. She was told that the machines are experiencing a delay and won't be able to get a machine anytime soon. I suggested for her to call the phone number on the CPAP machine to see if they can replace her machine anytime soon.

Outcome: She called the number and was told she will get a new machine delivered within 2 hours. She was incredibly grateful that she had someone to guide her through the process.

Health Plan: LA Care, CA

“Establishing Rapport”

LCM/CC/HN/RES/Nurse: Alicia

Conditions: Arthritis, Cancer-chronic lymphatic in remission, Diabetes, High Cholesterol, Anxiety, Depression, Vision loss, Insomnia, Chronic Kidney Disease

Situation: My member is 49 years old and at first was hesitant to reach out to me and ask for ECM services, however after continuing to receive services and establishing rapport with me she was able to feel comfortable enough to ask me to attend her first appointment with their new oncologist.

Outcome: My member was able to have guidance and support with filling out forms and navigating their experience with their new provider.

Health Plan: LA Care, CA

“Supplying Success”

LCM/CC/HN/RES/Nurse: Nancy

Conditions: Asthma

Situation: My member is 12 years old and her mother needed assistance with resources for her and her sister who I am also assigned to.

Outcome I found school supplies events near their home and her mother confirmed that she took both of my members to pick up school supplies and was very grateful for the resource. I'm continuing to offer resources and assist them.

Health Plan: LA Care, CA



“Restoring Communication”

LCM/CC/HN/RES/Nurse: Mayra

Conditions: Seizures, Asthma, Chronic Kidney Disease, Hypertension

Situation: My member is 68 and despite initial challenges in establishing contact with them due to caregiver dynamics, a breakthrough occurred during our introductory call. This marked the first meaningful interaction between us and from then I was determined to provide assistance and support.

Outcome: Through collaborative efforts with an external case worker, a productive conversation took place, addressing my member’s needs and concerns. They expressed agreement with me and what I do and showed enthusiasm for obtaining a cell phone to facilitate direct communication. This breakthrough represents a significant positive turning point, enabling ongoing support and coordination of essential tasks. The collaboration between me, the external case worker, and my member reflects a commitment to overcoming barriers and fostering a supportive relationship for improved well-being.

Health Plan: Anthem, CA

“Path to Recovery”

LCM/CC/HN/RES/Nurse: Jessica

Situation: My member was diagnosed with throat and tongue cancer two years ago. He received chemotherapy and had surgery after his diagnosis. In June 2023, his oncologist informed him that he was cancer-free. He has had issues eating and swallowing since his surgery with a medical history of hypertension and SMI/SUD. In the past months, he has told me that he has been smoking, drinking, and using substances and asked me for help and assistance.

Outcome: I scheduled an appointment with his PCP to ask about a nutritionist referral and SUD treatment. My member has expressed readiness to attend therapy and has been recommended to a mental health provider which would help him with his eating disorder and SUD. I will continue to provide support to him throughout this process.

Health Plan: Community Health Group, CA

“Wellness Check”

LCM/CC/HN/RES/Nurse: Kailee

Situation: My member has been unresponsive for over a month since I helped her find rehab services because she stated that she had a bad drinking problem, and she was drinking excessively with her children in the house and would get black out drunk. I consulted with supervisor Leslie who told me to try leaving a voicemail or text and perhaps call privately and use encouraging words, so she feels supported. I found my member had blocked me, so I reached out on another line.

Outcome: She answered the phone and I spoke gently to her asking her how she’d been doing and I told her I’m there to support her and simply listen if needed and if she’s ready I’ll be there. I just wanted to make sure she was okay. She thanked me for calling and stated she’s been hesitant to speak to me, but stated she will unblock me and would continue to work with me towards new goals.

Health Plan: Community Health Group, CA

“Ten Pound Triumph”

LCM/CC/HN/RES/Nurse: Mayra

Conditions: Chronic Liver Disease, Major Depressive Disorder, Anxiety and overweight.

Situation: My member is 30 years old and has been having a hard time losing weight and wanted to see her PCP to discuss a weight loss plan so I scheduled a weight loss consult and lab work with her PCP.

Outcome: She attended the appointment that I scheduled and was given weight loss medication and called me to inform her she had already lost 10 pounds with the medication the doctor had given her. She was so happy and stated she is going to continue to lose weight due to being so motivated.

Health Plan: Anthem, CA



“Ready for a Change”

LCM/CC/HN/RES/Nurse: Maria

Conditions: Bipolar disorder, Depression, and Substance abuse

Situation: My member is a 32-year-old male with a history of alcohol and substance abuse and has also been diagnosed with Depression and Bipolar Disorder.

Outcome: With assistance and continuous coaching, he has agreed to call and complete the intake questionnaire to begin receiving mental health services. This is a major step for him since he was adamant that he was not ready to begin his path to recovery. My member is now in a place to begin change and feels supported by his ECM team.

Health Plan: Health Net, CA

“Bridge of Understanding”

LCM/CC/HN/RES/Nurse: Nyovi

Conditions: Ankle/leg swelling, Hypertension

Situation: My member is 90 years old and was ready to opt out of the ECM program when she was reassigned to me. I offered an in-person appointment for her to better explain the ECM program and answer any questions that my member would have.

Outcome: After the in-person appointment that took place on Friday July 21, 2023, at 1:30 pm she felt much more comfortable with me and verbally agreed to continue the ECM program. She is now engaged after I followed up with her on Monday 07/24/2023 to send ROI and talk to her about what she would like to achieve in the ECM program.

Health Plan: Central California Alliance For Health, CA

“Digital Confidence”

LCM/CC/HN/RES/Nurse: Rosalba

Conditions: Arthritis/chronic pain, Asthma, COPD, Congestive Heart Failure, Diabetes, Type 2, Heart problems (heart attack, chest pain), Hypertension, Osteoporosis

Situation: My member is 68 years old and was feeling overwhelmed and worried she would not be able to fill out the Medical renewal paperwork due to her arthritis on her hands and not knowing how to use the internet.

Outcome: I was able to help her renew the application online and she expressed how relieved she was that she wouldn't be losing her medical coverage due to her not being able to fill out the forms.

Health Plan: Central California Alliance for Health, CA

“Hope Restored”

LCM/CC/HN/RES/Nurse: Joan

Conditions: Major Depressive Disorder

Situation: My member is 35 and multiple times he mentioned to me, “I don't see myself making it to my next birthday. I know drinking isn't going to end my life immediately, but I guess I'm hoping to slowly waste away.” He reported that he used alcohol for the last several years to manage his mental health and thoughts of suicide and he also struggled to escape chronic homelessness. We discussed his protective factors of his connection with his pet and friends.

Outcome: Last month he completed an intensive inpatient program with both mental health and SUD, so for the first time in years, he is completely sober! He is currently in a clean and sober house paid for through the next 6 months as long as he continues the program! He is also getting connected with ongoing BH for psychiatric and therapeutic care for the symptoms he previously managed through the use of alcohol.

Health Plan: Coordinated Care Health, WA



“Urgency Understood”

LCM/CC/HN/RES/Nurse: Cristina

Conditions: Hypertension Diabetes cancer and hypercholesterolemia

Situation: My member is 62 years old and asked me to assist her in getting an urgent PCP appointment. She was given one for 8/14/2023, so I called Golden Valley Clinic and got her an appointment the next day on 7/26/2023 in the morning.

Outcome: She was seen and got the doctor’s note she needed for her work restrictions.

Health Plan: *Central California Alliance for Health, CA*

“Care for a Caregiver”

LCM/CC/HN/RES/Nurse: Amy

Conditions: Hypertension, COPD, Coronary Artery Disease, Chronic congestive heart failure.

Situation: My member is a 60-year-old male who works during the day and cares for his special needs son full time when he is home. He is always on the road at work and does not have time to follow up on medical appointments or even schedule visits for himself. Since the member is so busy during the day, he often relies on my assistance if he needs to make appointments. I assisted the member with scheduling appointments that he could attend after work. I also scheduled appointments with a new optometrist office and assisted with scheduling a PCP appointment to follow up on leg pain he has been experiencing.

Outcome: My member was able to attend his appointments and obtained a new pair of glasses that he has been needing for a while. He also got referrals to physical therapy and medication that has alleviated his pain significantly. I will continue to assist him with following up on his health concerns and address the gaps that he cannot.

Health Plan: *LA Care, CA*

“Housing Help”

LCM/CC/HN/RES/Nurse: Robin

Conditions: Hypertension, Major Depression Disorder, Ankle and Leg Swelling, Diabetes, Chest pain

Situation: My member had issues with being taken off the Section 8 waiting list due to them not receiving proper documents back from him. Section 8 was also sending mail to his old addresses and he informed me that he has been having a hard time getting in contact with them to update his address. He updated his address and wanted to file an appeal for housing. I assisted him with calling Section 8 and was able to get representatives on the phone to assist with filling an appeal to get him back on the waiting list.

Outcome: Recently he informed me on 07/13/2023 that he received documents from Section 8 and that addresses have been updated and will now be receiving mail from the section. He is thankful that with my help was able to get the address updated with Section 8.

Health Plan: *Anthem, CA*



Titanium Healthcare **Enhanced Care Management**
12566 Valley View Street, Garden Grove, CA 92845
Tel: (310) 280-5203 | tihealthcare.com