



Telligen Care Connections

member success stories

Coordinated Care in Crisis

Member Oncology Case Management

When Cancer Strikes

When I had my first prostate screening done by my then primary care physician, it indicated higher than normal levels. I was referred to a urologist, who requested an additional PSA & Rectal exam. Results from those test revealed still elevated levels but non-specific rectal exam parameters. A biopsy was required & scheduled. It took what seemed like an eternity to schedule. I was constantly rerouted and unreturned calls, leaving a pervasive feeling of apathy systemwide!

The Bridge Between Patient & Provider

I was required to call Telligen to receive prior authorization for my biopsy and various other test scheduled. At that time I was routed to representative Tasha Sweet, who reviewed specific information regarding my diagnosis & detailed future steps required to maximize positive outcomes.

Due to lengthy delays and poor communication from the previous facility, I requested assistance in finding a medical facility that was more responsive and proactive regarding my care. With Tasha's help, I was referred, seen and a care plan implemented immediately!! I am forever grateful for the intervention and referral.

From Overwhelmed to Empowered

I am currently recovering from a Robot Assisted Laparoscopic Prostatectomy (RALP).

I consider the contact and relationship established with Tasha at Telligen, an integral & essential aspect of my treatment and recovery. Having a person who is outside of your actual care team monitoring and charting your progression — who also provides constant access via email and calls — is a vital element often missing in today's medical treatment systems.

“Having a person understand and articulate the details involved with your diagnosis helps to ease the minds of individuals who are facing medical crisis. Successful treatment and recovery starts with knowledge and information coupled with skilled & compassionate care.”



Learn how Telligen can help your members improve their health