

A real-life angel: Case manager helps entire family recover from son's car accident



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A CASE MANAGEMENT STORY

Nationwide Better HealthSM nurse case manager Jane McAully was assigned to help the Tackett family get back to their normal routine following a tragic car accident. When the family's medical insurance limited their son on treatments crucial to his recovery, McAully came to their aid and became the family's greatest advocate during their time of need.

In February 2006, Kevin Tackett, a 19-year-old college student from Dallas, Texas, was hit by a drunk driver, landing him in a coma for more than five weeks. Along with multiple fractures and internal bleeding, Kevin also suffered severe lung and brain damage. His recovery was not easy, but his father, Shon Tackett, and the rest of his family were very thankful to have McAully by their side.

"One blessing Kevin has had is Jane," Shon says, "Jane was truly an angel."

When the Tackett family tried to get approval from their insurance company for a bone anchored hearing aid (BAHA), which involved a surgical procedure to improve Kevin's hearing, they were informed that hearing aids were not covered by their policy. Jane took the lead and wrote a multi-page appeal to get the procedure approved.

"Without this implant, Kevin would probably still be struggling today, as he is 100 percent deaf in his left ear due to nerve damage caused by his skull fractures," says Shon.

McAully not only helped with the approval of the BAHA procedure, but also helped with the approval of what the Tacketts' insurance company referred to as a "cosmetic procedure." The procedure to remove scar tissue and reduce the size of a scar was originally denied until McAully submitted yet another appeal to the insurance company.

The Tackett family considers the assignment of McAully to Kevin's case "divine intervention." As she worked with the insurance company on these issues of importance, Kevin's family was able to focus on him 100 percent in his time of need.

"She's an amazing lady, and Kevin would not be at this level of recovery without her," Shon said.

After nearly two years of rehabilitation, Kevin is back to his normal routine. He works out at the gym regularly, attends college and is driving again.

"Kevin has made a remarkable recovery, and Jane's advice and friendship during this time were invaluable," said Shon.

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**-Shon Tackett, referring to their
case manager, Jane McAully**