

## Case Study

# Lucet care managers support the treatment and recovery of members with disordered eating

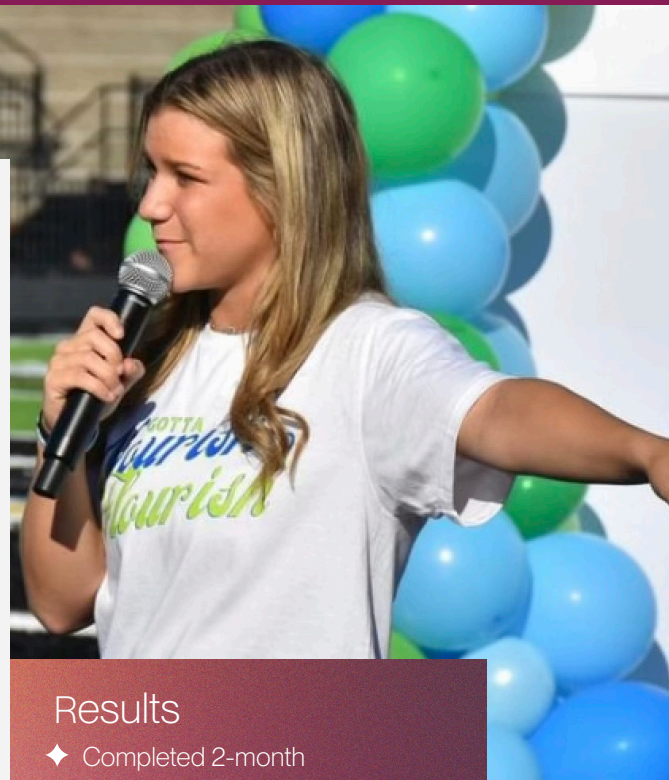
With Lucet's care management services, members are able to receive the support they need to begin their recovery journey.

Care Managers provide specialized care to fit their members' needs and help them create healthy environments that enable them to succeed even after their case has been closed.

### The Challenge

Alaina was a 16-year-old high school student who had been struggling with disordered eating since she was in middle school. She grew up playing softball and recalled in middle school struggling with depression. As an athlete, clean eating was accepted, however, when she moved onto high school, this started to change. Her focus on sports and the difficulties that come with high school led her into an unhealthy relationship with food and her mental health.

Alaina began calorie counting which ultimately led to a relationship with food that would be considered an eating disorder—anorexia. She recounts placing her worth on her body, trying to be “perfect” and restricting herself from food if she felt she didn’t “deserve” to eat. She was doing any sort of exercise she could even outside of sports in order to feel like she deserved food. During her sophomore year of high school, these activities escalated. Her restricted diet and extreme exercise were causing her to pass out. This not only affected her physical health but her mental health. She had thoughts of suicide, and her family was taking notice of her struggles.



### Results

- ◆ Completed 2-month Residential Therapy
- ◆ Completed Partial Hospitalization Program (PHP)
- ◆ Lucet Care Management Throughout Discharge and Recovery
- ◆ Maintains Weekly Therapy Sessions
- ◆ Maintains Weekly Dietician Consultant



### The Solution

Based on Alaina's physical and mental health, her parents decided to connect her to an eating disorder therapist. After learning more about Alaina's situation, it was decided that they needed to take action and connect her to an eating disorder therapist.

“The support that Karen (a Lucet care manager) was able to provide me was different than any other support that I've gotten through treatment...we were just able to chat...it just made my day easier.”

Her initial assessment with a behavioral health provider determined that she needed immediate residential therapy. During her inpatient stay, Alaina was upset, and at first couldn't understand why she was sent away. She was given a therapist, who helped Alaina accept that she did have

an eating disorder. After better understanding her eating disorder, the behaviors associated, and the seriousness of anorexia, Alaina realized that through residential treatment, her mom was helping her stay alive.

After completing her residential treatment and getting discharged, Alaina was placed in a Partial Hospitalization Program (PHP) and connected with Lucet Care Manager, Karen. While Alaina was learning how to manage her

disorder outside a treatment facility and assimilating back into her normal life with the resources she received in residential therapy, Karen made sure she was there for Alaina. She called frequently to check in on her and to be there as a resource for this new reality Alaina was facing.

Karen maintained an open line of communication with Alaina, meeting her where she was, which Alaina explains was her favorite part of speaking with a Lucet Care Manager, and that it made her day easier to get through.

### The Conclusion

Now as an outpatient, and through Care Management, Alaina has been able to attend dietary consultant sessions once a week to help her learn how to take care of herself properly with a balanced diet as well as a weekly therapy session. Thanks to the support she has received, Alaina now feels like she is on the other side of her eating disorder recovery journey and plans on making sure that others learn and know how to handle their own similar situations. She plans on starting a podcast and has even hosted a National Eating Disorder awareness walk to bring awareness to the community.

## ◆ About Lucet

Lucet's unique combination of people and technology is proven to optimize access to behavioral health care providers and increase a health plan's ability to connect members to quality care. With a team of care navigators and technology powered by more than 10 million assessments and more than 20 years of data, and the proprietary Behavioral Health Index (BHI®), Lucet is proven to successfully identify and connect people across the entire acuity spectrum with the right care in less than five days on average, and often as little as one day.

To learn more, visit [LucetHealth.com](https://www.LucetHealth.com)