

## With help, the Garza family navigates a difficult time



“Having a Health Partner really makes a world of difference.”

- *Brenda Garza*

For Don and Brenda Garza, Don’s health problems made 2012 a difficult year. They attribute getting through those tough times to their MissionPoint Health Partner, Bobbie. By understanding their healthcare benefits and accessing the Health Partner program, they’ve been able to navigate through surgeries, new physicians, access to home-health equipment and more.

“Having a Health Partner really makes a world of difference,” Brenda said. “We’ve always had access to people over the phone when it came to insurance issues. But now we have someone we can talk to face-to-face, who provides an array of services for any issue we have, which is much better. I work in healthcare, so I know my way around, but our Health Partner, Bobbie, has the resources to really navigate the system and do more to help solve problems.”

The Garzas, who moved to Nashville, Tenn. from Michigan a decade ago, spent days in the hospital and hours at the doctor’s office. Don has undergone several serious surgeries due to complications from diabetes. Brenda, who is a PCT II at Saint Thomas Midtown Hospital had to juggle her schedule in order to balance work, home and Don’s healthcare appointments.

“We call Bobbie our bloodhound,” says Don, who worked in construction for several years, including projects at Shaw Air Force Base in South Carolina. “We met her in January of 2012, when I was first hospitalized, and she continues to work really hard for us.”

From post-op follow-up to doctor’s visits, scheduling for prosthetic fittings and more, Brenda says that Bobbie’s commitment has never wavered.

“Bobbie stays by our side and is really committed to us. She helps with the billing issues, audits and deductibles, so that we can keep everything straight,” Brenda said.

Most recently, Bobbie helped the Garzas track down special gloves that help with hand neuropathy and assisted Brenda with the complex paperwork required for Don’s new motorized scooter.

“She is efficient, lovable and tries to do as much as she can to help people,” Don added. “If you have a Health Partner it makes a big difference.”