

Teen Support care stories

Teen Support helps families raise teenagers to be healthy, functioning adults. Our team of care professionals provided personalized, one-on-one support to best meet every family's needs. Take a look at these real examples below showing how Wellthy has supported parents and guardians in raising a teen. Please note, all names have been changed for privacy purposes.

Helping a family navigate autism care for their teen



Donna and Henry have a 14-year-old daughter who has autism. When they started noticing changes in her behavior that concerned them, they contacted Wellthy.

Here's how Wellthy helped:

- ✓ Supported with a Medicaid application, filling out initial paperwork and handling follow-ups for their insurance claims
- ✓ Recommended specialized programs including day camps and local school programs
- ✓ Found in-network behavior specialists, and connected the family with ReThink for free tele-consultation services

Highlight: Leveraged the husband's existing benefits package to connect the family with ReThink, which was fully covered by his employer.

Supporting a teen with gender affirming care



Mary's teenager Sam had been struggling with depression due to gender dysphoria, along with numerous challenges within their school environment.

After three written letters of recommendations and completed prior-authorizations for gender affirmation surgery, the family learned that their insurance provider denied the procedure. They turned to Wellthy to support the appeal process.

Here's how Wellthy helped:

- ✓ Located and vetted in-home care providers that worked with Jorge's VA benefits and shared his passion for gardening
- ✓ Found a support group for Jorge to connect with others going through a similar journey
- ✓ Scheduled and arranged transportation for chemo appointments and routine checkups

Highlight: Sam's procedure was ultimately approved by the insurance company, and the employer changed their policy for future approvals.

Need support raising a teen? Visit join.wellthy.com/lafayette to get professional, care concierge support from a Wellthy Care Coordinator today.