

# Member Story

## Michael



A young man in his early 20's with intellectual and developmental disabilities, Michael was found sleeping in the stairwell of his apartment building by a neighbor, who referred him to Adult Protection Services. With no way to pay rent on his own, Michael was evicted and homeless from the apartment he was sharing with several family members after they were arrested and incarcerated.

Because Michael was a member of UnitedHealthcare Community Plan of Tennessee through Tennessee's TennCare Medicaid program, a Member Advocate quickly worked to get him enrolled in ECF CHOICES.

ECF CHOICES is an integrated and person-centered program for people of all ages who have an intellectual and/or developmental disability. The program offers a wide range of services and support to promote independent living and competitive employment. The program is administered by TennCare through its contracted managed care organizations.

**“ Now that Michael has a team of supports through the ECF CHOICES program, he holds a new found confidence in himself and his future, as well as the ability to make his own choices for the direction of his life.”**

Amy Thompson, ECF CHOICES Care Coordinator  
UnitedHealthcare Community Plan of Tennessee

Within 45 minutes of being enrolled in ECF CHOICES, the UnitedHealthcare Community Plan of Tennessee team and Michael's Care Coordinator, Amy Thompson, had connected Michael with CREVAA (Collaborative Response to Elder and Vulnerable Adult Abuse), a program that provides emergency services and coordinates long-term services that support vulnerable adult victims of crime, and Emory Valley, a nonprofit agency serving people with I/DD in Eastern Tennessee. Michael was provided five days of temporary housing as the team worked to coordinate the assistance he needed.

Today Michael is a long way from sleeping in a stairwell. He is living on his own and working part-time. He is focused on his well-being and becoming more self-sufficient.

 Working to build healthier communities.

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