



Here4TN supports daughter in mom's final days

Connie's* 95-year-old mother was living alone in 2017 when a natural disaster struck her home.

For nearly two weeks, Connie's mom couldn't be reached. Connie was worried for her mom's safety, knowing she may not have power or access to water. When the two finally connected, Connie became determined to bring her mom to live with her. With travel stalled after the natural disaster, it took nearly two months before Connie's mom arrived at her home in Tennessee.

When the two finally reunited, Connie said her mother "felt relieved and was so happy."

Little did Connie know that the hard part had just begun. Her mom needed basic in-home equipment to keep her safe. Connie spent a lot of time contacting several agencies in hopes of getting the assistance her mom needed. Two months later, Connie's mom fell ill.

"I felt frustrated, helpless and totally lost," said Connie.

Then a work colleague reminded her of **Here4TN**, an Emotional Wellbeing Solutions program offered as a benefit to Connie through her employer, Tennessee State Government.

Connie called **Here4TN** and spoke to a specialist, who provided the support she needed to continue advocating on behalf of her mother.

"The specialist who took my call was an angel," said Connie. "She not only listened to me, but she also gave me what I desperately needed: direction and hope."

Connie said her **Here4TN** specialist calmed her down and gave her tips and encouragement. She said the specialist helped her concentrate on helping her mother.

"This benefit was one of the most precious tools I used to help me move forward."

Connie's mother spent the next two weeks in the hospital. Just over a week after coming home, she passed away. Despite it all, Connie stayed strong.

Connie said the support of her **Here4TN** specialist helped her through her mother's hospitalization, death, funeral arrangements and service.

"If I had to pass through that time without the help of **Here4TN**, I don't know what would have happened to me," said Connie. "I may have had a nervous breakdown."

Connie has no regrets about calling **Here4TN** and recommends others use the benefit.

"**Here4TN** helped me with an emotional situation," said Connie. "This benefit was one of the most precious tools I used to help me move forward and do what I had to do."

"If you are in need or feel you can't handle a situation, please call them. You won't regret it. They have the tools you need to learn how to work with the situation."

"The specialist who took my call was an angel."



Looking for support right now?

Call **Here4TN** anytime for confidential** support and access to five online or in-person counseling sessions per issue, per year at no cost to you.

855-Here4TN
(855-437-3486)

Here4TN.com



*Name has been changed to protect member's privacy. Stock photo used.

** The program is confidential in accordance with the law.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.