



“Every single day we are contacted by families at their wits’ end. We’re already seeing a lot of concerns with regard to the managed care organizations. There appears to be very little oversight, and it seems that they don’t have to answer to anyone.”

Meet Hannah Mehta | Austin, TX

Hannah Mehta and many other concerned family members have joined together in creating a non-profit organization called Protect TX Fragile Kids (PTFK), which represents about 1,500 families of medically fragile children. Hannah is passionate about the mission of this growing organization because her own son is medically fragile. She wants to ensure that someone is looking out for those families who don’t have a voice.

Her Story

In trying to help her son and those she represents, Hannah has experienced first-hand the new roll-out of managed care as the primary healthcare delivery model for children considered medically complex.

“We’ve seen huge issues, including step therapy where you get taken off of drugs that are working because of PBM formularies and MCO prior authorizations that are very onerous. It seems to be one thing after the other, and ultimately, it leads to patients not being stable and having to experience unnecessary hospitalizations because fragile kids cannot obtain the medications they need.”

Hannah believes the phrase patients need the right medicine at the right time is an accurate one. Her family personally experienced step therapy when her son was born.

“We did not think he would make it, and step therapy caused regression. Because of his paradoxical reaction to many drugs, he would end up back at the hospital or something else very serious would happen.”

“There is kind of a dark hole with regard to the health plans. There is not much transparency; nor much oversight. With medically fragile kids, finding a drug that helps your child remain stable is very important. The most minute changes to medications can cause instability. When families go to get refills and are hit with a lot of red tape; when doctors have to continue to authorize prescriptions over and over again – ultimately, the repercussions are really hard on patients and families.”



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