

Overwhelmed by medical costs

A young family copes with a rare genetic condition

The birth of a child is often a time of great joy and celebration, but it may also be a time of unexpected news. When Darrek's third son was born, a routine procedure revealed that he had a rare genetic condition - one requiring intense medical management and staggering costs. By using Castlight, Darrek is able to keep up with a complex web of finances that could easily overwhelm any family.



From a routine procedure, a gut-wrenching finding

Shortly after the birth of Darrek's son, a routine procedure revealed that the baby's blood was not clotting. After dozens of tests, visits with multiple specialists, several different diagnoses and a thorough investigation into the family history, Darrek learned that his son had a very severe, and rare, form of hemophilia called von Willebrand disease. His body was unable to produce a protein essential to the clotting process.

Mountains of paperwork –and looming financial risk

Darrek faced an enormous and daunting challenge. He had to find specialists, deal with piles of an exhaustive tax return. The paperwork was overwhelming. "Producing all of our paper work was difficult," he recalls. "We lined up binders full of information." And keeping it all straight was not only difficult to deal with, but potentially devastating financially if something slipped through. "Sometimes EOBs didn't come in," he says, "which is a major hit if you lose one of those." Clearly, he needed a better way to manage his son's care. At about that time, his employer was making a decision that proved a godsend for Darrek: they introduced Castlight.

Exactly what Darrek needed for his son

Castlight became the one-stop-shop for health care information that Darrek needed. "One year we had about \$650,000 in bills," he notes. "Castlight keeps all of my EOBs in one place. I just went to the Castlight site, printed off all the EOBs and handed them to my accountant." As his son's course of care continued, Darrek also found that Castlight was a great resource whenever he needed to find a new specialist. "Everybody is going for a different reason," he says, describing the recommendations he gets from friends. "Everyone has their own opinion and comfort level." Now he combines recommendations from friends with the reviews on Castlight to find the best specialists.

All's well that ends well

With the help of these top-rated physicians and Castlight, Darrek and his family have settled into a manageable healthcare routine. Four years after the diagnosis, his son is doing great. With a happy kid and a solid handle on the finances, his dad is, too.

"One year we had about \$650,000 in bills.... I just went to the Castlight site, printed off all the EOBs and handed them to my accountant."