



Thank you for your commitment to
ALWAYS
providing exceptional care

Lori Habben

I'd like to recognize a "behind-the-scenes" act of true healthcare heroism. To set the stage: at HCMH, pharmacists, infusion nurses, and Tracy in billing work closely together to ensure infusion treatments are covered by insurance. It's a detailed and sometimes frustrating process that relies on timely prior authorizations from providers. When things fall through the cracks, it can lead to denied claims, unnecessary work for our team, or even sending a patient home without treatment.

On the morning we had a patient scheduled for an infusion at 7:30 AM. As usual, I entered the medication order into the system and printed the label. When I went back to double-check the order, my heart sank — "prior authorization good until 7/2025" had suddenly caught my eye. The date didn't make sense, and panic set in as I realized we might not have valid authorization. I immediately called infusion to talk through what we might need to do, expecting we'd have to cancel the appointment. While we talked, I checked the patient's chart and, to my surprise and relief, found a brand-new prior authorization had recently been scanned in. We were able to proceed with the infusion as scheduled.

Later, when I reviewed the details, I saw this employee was the one who had completed the new authorization. It all made sense—this employee is known for her attention to detail.

What makes this act special is that no one asked them to do it. No flags had been raised. They proactively noticed the expiring authorization and took the initiative to renew it. Thanks to their diligence and dedication, we avoided a stressful and frustrating situation for the patient and the team—and protected over \$7,500 in hospital revenue. Without that updated authorization, we'd have been forced to either cancel the infusion or risk a massive write-off with no guarantee of reimbursement. Staff could've been left with hours of follow-up work, and the patient could've been turned away unnecessarily.

The patient will never know what happened behind the scenes, but this employee's actions had a ripple effect. She protected our team, our patient, and our hospital with one quiet, thoughtful act—and that's exactly what makes her a Healthcare Hero.

Lori truly embodies our promise and is a shining example of the HCMH way. Thank you, Lori, for a job exceptionally well done.



**Congratulations Lori on being a
Humboldt County Memorial
Hospital Healthcare Hero!**