

## **From Crisis to Comfort: How UnitedHealthcare Community Plan of Florida's Housing Navigation Program Changed One Family's Life**

**In the face of housing insecurity, hope can seem distant. For one UnitedHealthcare member, the right support arrived just in time—transforming a story of hardship into one of resilience and gratitude.**

B.C., a 34-year-old paramedic and mother, found herself in a dire situation. While working full-time, she was forced to take extended leave to care for her eldest son, who required brain surgery and intensive medical care far from home. The family's temporary relocation to the Ronald McDonald House meant B.C. could be at her son's bedside 24/7, but it also led to missed work and mounting financial strain. Unable to keep up with rent payments, she received an eviction notice and faced the devastating prospect of losing her home within days.

The crisis reached its peak when B.C. realized she could not bring her son home for hospice care—there was simply no home to return to. So, B.C. contacted UnitedHealthcare late on a Friday afternoon.

That is when UnitedHealthcare's Housing Navigation program stepped in. Advocates negotiated with B.C.'s landlord to vacate the eviction and leveraged the housing financial assistance benefit to pay her overdue rent for July and August, as well as prepay September's rent. This intervention allowed B.C. and her children to return to their family home, providing stability at a critical moment.

With her housing secured, B.C.'s son was discharged from the hospital to spend his final days surrounded by loved ones. B.C. was able to resume her work as a paramedic, and the family found comfort and dignity in their restored home.

Reflecting on the experience, B.C. shared, "I now can bring my son home to die... now that I have a home to bring him home to." Her words underscore the profound impact that timely, compassionate support can have—not just on individuals, but on entire families.

UnitedHealthcare's Housing Navigation program demonstrates the power of holistic care, addressing social determinants of health and ensuring that members have the resources they need to weather life's storms.