

Terri DeLaFiganier's Horror Story



“I hurt my shoulder and neck at work. The day before I was to have surgery, the insurer canceled the operation. The constant denial and delay of treatment has worsened my injury. I’ve gone from being a child support enforcement officer to barely being able to support my own kids. ”

About Me: My name is Terri DeLaFiganier. I’m 52, and I live in Hayward, near Oakland.

My Family: I have two grown children: Derrell, 32, and Shamien, 27; and two 15-year-old foster children.

My Job and What Happened: I work for the District Attorney of Alameda County, enforcing child support orders. The work is very stressful because we go after parents who aren’t meeting their obligations to support their kids. I type all day, and have done so since 1991, causing injuries to my neck, shoulder, arm, elbows, and wrist. I tore my rotator cuff at work and the insurance company denied therapy after surgery. My shoulder A/C joint is worn through. My doctor recommended surgery to remove bone and repair the joint, but the insurer refused to authorize it for over a year. On the day before I was to have surgery, the insurer filed an appeal and canceled surgery. It’s been five years, and I should have been back to work in nine months. I’ve had to use my retirement and vacation time because I’ve lost so much time from work.

What this has meant to my life: I have always been a hard worker, and I loved my job helping get support that kids need. I have been living with pain for years now. I take pain medication and still must go to work to support my own children. I can’t do things I used to do with my foster daughters.

How the Governor's Workers' Comp Law Affects Me

How Workers’ Comp was supposed to help me: I was to get medical treatment to heal my injury and return to work, but the Utilization Review doctor just denied and delayed every procedure. They have limited therapy to the point where I’m not healing. I’ve had to work through my injuries, taking heavy pain medication to get through the day. My surgeon is an expert and tops in his field, and he’s overruled without medical justification by an insurance company doctor who’s never even seen me.

www.VotersInjuredatWork.org

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