



### Healthier Patients. Healthier Practices.

As the country's largest Medicaid insurer, UnitedHealthcare® Community and State serves approximately 5.3 million members in 25 states and the District of Columbia. We're honored to have the opportunity to serve the people of Louisiana. Our goal is to make public-sector health care better for our members – and for the health care professionals we partner with – to facilitate high-quality, affordable health care.

#### Running a practice is complex.

We can make it easier. Treating your patients means doing business with a dozen or so insurance companies. Each with its own system. Our claims and eligibility systems lead the industry. Our provider portals allow you to check eligibility status, obtain prior authorization, submit claims, check claims status and manage electronic funds transfers. And if our self-help practice management tools don't do the trick, we've got people who will. Just talk to one of our support specialists.

#### Supporting your patients.

We emphasize preventive health and education. We encourage members to get annual physicals and routine diagnostic and screening tests and we work with community organizations to ensure that there are no cultural or language barriers to our members' getting the care they need. We believe that compassion and respect are essential components of a successful health care company. We employ a diverse workforce with varied backgrounds and extensive practical experience that gives us a better understanding of our members and their needs.

[UHCommunityPlan.com](http://UHCommunityPlan.com)

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Working together to build healthier communities in Louisiana.

Round	Team	Project Details	Dimensions
2 UHC_CS	Creative: MIKE Production: LISA Ast Mgr: Mkt Mgr: Julie Job: 10599	Color(s): CMYK File Name: CST10599_LA16_ProviderBrochure.indd	Flat: 25.375 x 11" @100% Fold: 8.5x11" Software: InDesign CC
PRODUCTION			

## Individual attention for optimal personal care.

At UnitedHealthcare Community Plan, we are focused on achieving better patient outcomes while optimizing the cost of care for Louisiana's Medicaid enrollees. Our patient-center approach is what enables us to help your practice succeed.

### Our patient-centered approach.

We know that to truly improve life for this population, we need a new model of care — one that goes beyond a narrow focus on disease treatment. That's why we've developed a patient-centered model of care that starts from the ground up, making use of local community resources and connections to treat the many different needs that impact an individual's well-being. In this model, our people live in the same communities as our members, work to earn their trust and connect them to the medical care, mental health and substance use treatment and social supports they need to achieve better health outcomes.



### A community-based team meets members where they live.



#### Community Health Workers

Community Health Workers physically locate members with gaps in care. We hire people from within the community who work face to face with members to help identify and address the underlying behavioral and social issues that may be contributing to their medical needs.



#### Care Managers

Care Managers partner with Community Health Workers to develop individual plans for members. They make sure members are connected to a primary care provider and receive the coordinated care that can help them achieve the best possible health outcome.



#### Medical

High-use members often have multiple medical conditions that require a high level of care coordination and assistance. We connect each member to a medical home led by a primary care provider. The provider leads a multidisciplinary team, coordinating all aspects of the member's medical care, including preventive, specialist and chronic health care services.



#### Mental Health

Medical conditions are often coupled with mental health needs that are not being managed. For example, a member suffering from depression may find it difficult to manage their diabetes. We help members close mental health gaps by connecting them to programs and resources, such as mental health support and addiction counseling.



#### Social

Medical issues are often caused by a lack of social support. For example, without a refrigerator, a member with diabetes has nowhere to store insulin. A lack of transportation may make doctor visits impossible. We connect members to community services and programs that can help meet their social needs, such as food pantries, housing agencies and public transportation vouchers.

## Making a difference in your local communities

We deliver important health messages to members and caregivers in engaging ways. The programs below show how we empower them to make meaningful changes to improve their health.

### Sesame Street: Ideas for healthier kids.

We've developed several children's health initiatives in partnership with Sesame Street. *Lead Away!*™ gives families information on lead testing and lead poisoning prevention. *A is for Asthma*™ provides tools and resources to help families actively manage their child's asthma. *Food for Thought: Eating Well on a Budget* helps families cope with uncertain or limited access to affordable and nutritious food. And *We Have the Moves* helps families reach healthy activity goals through games, challenges and music.

### Baby Blocks™.

Baby Blocks™ is our interactive, mobile-friendly incentive program that rewards mothers for keeping their prenatal, postpartum and well-baby appointments.



### Partnering with 4-H to fight childhood obesity.

Eat4-Health, a joint partnership between UnitedHealthcare and 4-H, empowers 4-H Youth Ambassadors to make healthy choices for themselves. These Ambassadors also encourage friends, families and people in their communities to participate in activities that promote health, fitness and healthy living. To celebrate our partnership, we presented a \$50,000 check to LSU AgCenter, which brings 4-H programming to counties throughout the state.

### Dr. Health E. Hound Fitness Challenge.

Under the direction of our own canine medical mascot, this program encourages school children to make exercise a part of their everyday lives. Children learn why physical activity is important for good health, and they learn fun exercises that are based on the President's Physical Fitness Challenge. Each child gets a free exercise journal to keep track of workouts at home. They also learn about Body Mass Index (BMI) as a measure of healthy weight and progress.



### Empowering women to be Heart Smart Sisters.

Heart disease kills more women than breast cancer, lung cancer and stroke combined. Heart Smart Sisters is a 30-day program that empowers women in ethnic communities to make positive changes to help reduce their risk of developing heart disease. Participants attend weekly classes to learn about the causes of heart disease, the benefits of a healthy diet and the importance of regular exercise. They set personal weight-loss goals and receive healthy rewards for success.



## Helping people live healthier lives.

Many members face challenges that hinder their ability to access care or manage their conditions. That's why UnitedHealthcare Community Plan provides additional support services to our members, like our service delivery model, Advocate4Me.

Advocate4Me is a complete rethinking of the traditional member experience. Our Advocates are the connection hub for both inbound and outbound activity, providing services from answering benefit questions to connecting members with clinicians for ongoing support — all delivered seamlessly and with a focus on the compassion that each member deserves.

### We also provide:

- ER diversion education and round-the-clock support with 24/7 NurseLine™ and interpreter and translation services.
- Care management programs to help patients control complex or chronic conditions like asthma, diabetes and heart disease.

Our goal is to facilitate high-quality, affordable health care. To do that, we believe in the idea that what's good for the members we serve will also be good for the community and our providers.

## Let's work together to build healthier communities in Louisiana.

We look forward to building strong working relationships with you and your colleagues. For more information:



Call our Provider Line at **1-866-675-1607, TTY 711.**  
Visit **UHCCCommunityPlan.com**