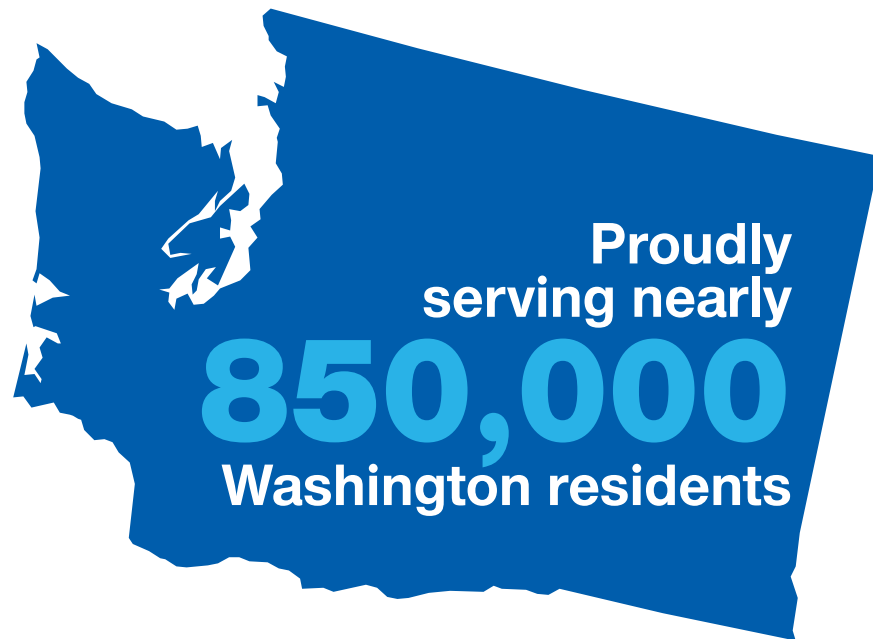




Our programs cover every stage of life.

UnitedHealthcare Community Plan partners with the state of Washington to offer managed care health plans for the economically disadvantaged, the medically underserved and those without employer funded health care coverage.



One source for comprehensive care.

Our programs cover people in every stage of life, from newborns and children with physical and developmental disabilities to the frail elderly and people needing long-term care. We have experience serving a wide range of health care needs.



We're UnitedHealthcare Community & State.

UnitedHealthcare Community & State is working hard to help families, children and people with disabilities live healthier and happier lives.

We're eager to work with you. We recognize the vital role you play in the community, providing a critical safety net and hope, when people need it most. We'd like to meet with you, share our vision, listen to yours, and discuss a partnership to help serve the community.

UnitedHealthcare Community & State

Collaborating to make communities healthier.

UHCommunityandState.com

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Aligning physical, behavioral and social needs.

UnitedHealthcare Community Plan partners with state and local community organizations to offer innovative managed care health plans for the economically disadvantaged, the medically underserved and those without the benefit of employer-funded health care coverage. We are committed to making state-sponsored health care effective, affordable and compassionate — and to help our members live healthier lives.

Apple Health Integrated Managed Care.

Through this whole-person approach to care, physical and behavioral health needs will be addressed in one system through an integrated network of providers, offering better coordinated care for patients and more seamless access to the services they need.

Partnering to improve health literacy and access to care.

We work with community organizations and care providers to establish a number of patient education programs and services. These programs are designed to make it easier for your patients to engage in their own health. Whether it's educational programs like nutritional advice or exercise coaching, rewards programs for completing preventive visits, mail order prescription services, or even free transportation to doctor's appointments, we're here to support the care you deliver.



Identifying and addressing social needs that impact medical health.

Each day, individuals experience social challenges that have a negative impact on their medical and behavioral health. Many don't know where to go or who to ask for help. That's why UnitedHealthcare Community Plan case managers leverage a tool called Healthify. Healthify is an online database of social services classified by type and by geography.

It's designed to help find local community services, like affordable housing, clothing, transportation and food. The tool is accessible by smartphone, tablet or desktop computer and includes thousands of resources — allowing our team to effectively connect individuals to social services that can help them overcome barriers to their health.

A community-based team meets members where they live.

Our team lives in the same communities as your patients — and works to earn their trust and connect them to the medical care, behavioral health services and social supports they need to achieve better health outcomes.



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 primary and specialty care providers, as well as the Community Health Workers, to develop and implement individual care plans for members. They make sure members stay connected to a primary care provider and receive the coordinated care that can help them achieve the best possible health outcome.



Medical

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.



Behavioral

Medical conditions are often coupled with behavioral health needs that are not being managed. Our Care Managers help members close behavioral health gaps by connecting them to programs and resources, such as mental health support and addiction counseling. We also ensure that behavioral and medical providers are connected and involved in developing a plan of care.



Social

Medical issues are often caused by a lack of social support. For example, a member may skip their regular checkups because they cannot afford bus fare. 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 — improving a member's ability to access care as well as focus on their health needs.



Supporting the provider – patient relationship.

Expanding integrative care delivery improves the likelihood that members will receive holistic screening and care without need for extensive coordination or follow up. By collaborating with providers on enhancing capabilities, innovative financial models, robust information-sharing, patient engagement, and thought leadership, education and training, UnitedHealthcare is committed to making integrated care delivery a reality.



Enhanced capabilities.

We are partnering with care providers to help them overcome clinical and operational barriers through:

- **Provider advocates** – who deliver ongoing support for operational needs including interpreting population health data, and strategies for proactive care management (CM) in an integrated service delivery system.
- **Transformation advocates** – who support physical and behavioral health providers as they move into quality-based clinical models supported by value-based purchasing (VBP).



Robust information-sharing technologies.

Accessing and sharing complete, member-level information is key for clinical integration. It improves member safety, health outcomes and reduces service duplication. Our integrated care management platform, CommunityCare, captures a holistic view of members' needs (physical, behavioral and social) enabling an integrated care plan. This plan can easily be shared with our member, their provider(s) and other participants of their interdisciplinary care team (IDT), as needed.



Thought leadership, education and training.

Statewide clinical integration requires a cultural change throughout multiple levels of the delivery system, which is why thought leadership, provider education and training are important. Our local leaders have deep expertise and they are engaged with critical integration initiatives. We are honored to partner within Washington on...



Pro-active engagement of members.

Engaging members with complex, high-risk and co-morbid conditions is critical for success in any clinical model. UnitedHealthcare offers programs such as...

 **Did you know?**



4 out of 5 physicians think patients' unmet social needs lead to worse health outcomes and are as important to address as medical conditions.