



Case Management Services for HealthChoice Members

We're pleased to offer case management support, to assist you in providing patient care, and care coordination services to better achieve the treatment goals you have for your HealthChoice members.

What You Need To Know

Your Clinical Practice Consultant and Provider Advocate can assist you with case management referrals. If you have a member that is high-risk or a super utilizer of the ER and/or inpatient hospitalization, you can contact us to refer these members to Case Management:

- Member Services Hotline, 800-318-8821
- Special Needs Coordinator, 443-896-9081

About UnitedHealthcare Case Management Services

We offer a variety of services to assist with preventive care, member decision support and disease management. Registered Nurses, Community Health Workers and Behavioral Health Advocates are available for the following types of HealthChoice members with special needs:

- Children with special health care needs
- Individuals with a physical disability
- Individual with a developmental disability
- Pregnant and postpartum women
- Individuals who are homeless
- Individuals with HIV/AIDS
- Individuals with a need for substance abuse treatment
- Children under State supervision

We're Here to Help

If you have questions about UnitedHealthcare case management and care coordination services, please contact your Provider Advocate. Thank you for all the care you provide our members.

/s/

Dr. Arethusa Kirk
Chief Medical Officer, UnitedHealthcare Community Plan

Doc#: PCA-1-007010-06262017_07062017