

# Supporting Our Care Providers and Our Communities to Help Members Live Healthier Lives

At UnitedHealthcare Community Plan, we work with our network physicians, health care providers and local communities to help members live healthier lives. We strive to provide meaningful programs and services to support you and our UnitedHealthcare members. We created this brief overview of our many available programs to help support you as you determine your care plans for UnitedHealthcare Community Plan members. Without the collaborations with care providers, community organizations and members, these programs could not be a success.



**Healthy First Steps:** This program helps members get a great start to a healthy pregnancy. Our Healthy First Steps team assists members with appointment scheduling and understanding their health plan coverage. The team also works closely to support the member throughout their pregnancy. Please have members call **800-599-5985** to enroll.



**Special Needs Unit:** The Special Needs Unit (SNU) is a team of highly experienced Social Workers and Clinical Administrative Consultants available Monday – Friday, 8a.m. – 5p.m. to directly assist members and care providers. The SNU team can assist with a wide range of needs from transportation to specialized member needs. You can call the SNU team at **877-844-8844**.



**Baby Blocks:** Baby Blocks aims to give newly pregnant members the prenatal, post partum and well-baby care they need. Members enrolled in Baby Blocks can track appointments, receive email appointment reminders and earn rewards for keeping appointments. Because this program continues after the birth of the child, it reinforces well-child care and lead screening for newborn infants and children.



**Quality Rewards Program:** Our Quality Rewards Program recognizes and rewards primary care providers and OB/GYNs who excel in delivering high-quality, cost-effective care to our members. This is determined through a number of quality centric metrics. We also provide administrative tools and support our care providers help them succeed and meet program standards.



**UHC On Air:** With more than 550 programs available to watch, UHC On Air gives you unlimited access to live and on-demand education and training videos on an array of topics. We're continually creating new programs that you can view any time and from any device. To get started, go to [UHCprovider.com](http://UHCprovider.com) and sign in to Link. Then, click the UHC On Air app tile on your Link dashboard and choose a video to watch.



**UnitedHealthcare and Sesame Street:** We work together with Sesame Street to use colorful, fun and engaging resources to help some of our youngest members learn about living healthy lives. We use resources such as audio CDs, videos and coloring pages. You can access these materials by contacting your Clinical Practice Consultant.



**NurseLine:** We have registered nurses available 24/7 to help eligible members covered by Health Choices and Children's Health Insurance Program (CHIP). The nurses can answer questions and help members decide if they should seek immediate emergent or urgent care, make an appointment with a doctor or use home care treatments. The nurses can also provide information about medications and help members find care.



**Collaborating with Federally Qualified Health Centers (FQHCs):** We work with FQHCs to maintain a network of physicians and care specialists/professionals that provide comprehensive primary care and preventive care, including health, oral and mental health/substance abuse services.

**Health Choices: 844-222-7341**  
**CHIP: 877-440-0253**



**UnitedHealthcare On My Way:** On My Way (OMW) is a fully interactive application for a smart phone or tablet that walks members ages 14 – 26 using "gameified" tracks for learning about the transition to adulthood. The tracks include: Housing, Education, Healthcare and Finance. Anyone with a valid email account can access OMW by visiting [uhcomw.com](http://uhcomw.com).



**Early and Periodic, Screening, Diagnosis and Treatment (EPSDT) Screenings and Education:** Our EPSDT efforts are designed to help improve member wellness and close care opportunities. As part of these efforts, we remind the parents/guardians of our infant, child and adolescent members about the importance of EPSDT screenings, relevant testing and immunizations. We also educate and support our members to help them stay up-to-date on these services.



**Questions? Call 800-600-9007. Thank you.**