

CommunityCare

Our Online Care Coordination Tool



Care Provider Orientation 2016/2017

CommunityCare Defined

CommunityCare

Our Online Care Coordination Tool



We coordinate care in a way that is:

- ✓ **Paperless**
- ✓ **Speedy**
- ✓ **Accessible**
- ✓ **Transparent**

Paperless



Access CommunityCare online:

Sign in to Link at UnitedHealthcareOnline.com, then select the CommunityCare application.



Speedy

- **You won't experience long delays in getting necessary information.**
- **All the tools and resources you need are in one central location for easy reference.**



Accessible

Useful for the entire care coordination team:

- Member, family and/or representatives
- Primary Care Provider (PCP)
- Specialists, such as:
 - Cardiologist
 - Neurologist
 - Behavioral health clinician
 - Long term services and supports provider
 - Early Childhood Intervention (ECI)



Transparent

CommunityCare streamlines information for efficient care delivery and coordination. A member's online record may contain:

- Needs assessment
- Treatment plans
- Medication list
- Identified care opportunities
- Medical Necessity form exchanges

How CommunityCare works



Initial Registration

The first time one of your patients who is a UnitedHealthcare Community Plan member has a record opened in CommunityCare:

- You will receive an email inviting you to register for access to the CommunityCare application.
- Once you are registered, you can access any of your patient's records online.



Your Dashboard

Your CommunityCare Dashboard gives you access to:

- ✓ A list of our members who have an online record
- ✓ Individual member's assigned risk level
- ✓ Quality care opportunities
- ✓ Hospital admissions and discharges
- ✓ Messages shared within the care team



Technical Requirement

Mozilla Firefox version 22 or higher is the optimal browser for CommunityCare performance on your computer.



Hint: Clear cookies and temporary file cache before and after each session for optimal functionality

Reference Guides

**For more information on using
CommunityCare, access:**

- The user guide - **CommunityCare™ 2.0: A New Tool for Providers to Support Patient Care Coordination**
- A shorter reference guide - **CommunityCare™ 2.0: A New Tool for Providers to Support Patient Care Coordination**

Both are available at UHCCommunityPlan.com > For Health Care Professionals > Texas > [Reference Guides](#).

Technical Assistance

Need help with an online issue?



Call **866-842-3278**

Or, if you would prefer an advocate to walk you through this system and how to use it as a care tool, you can either:

- Call your advocate directly.
- Call Customer Service at **888-887-9003**.



Invitation

We invite you to take advantage of this technology to help deliver better coordinated services to your patients who are our members.

Thank you for joining in our mission:
To help people live healthier lives.



Thank You.
