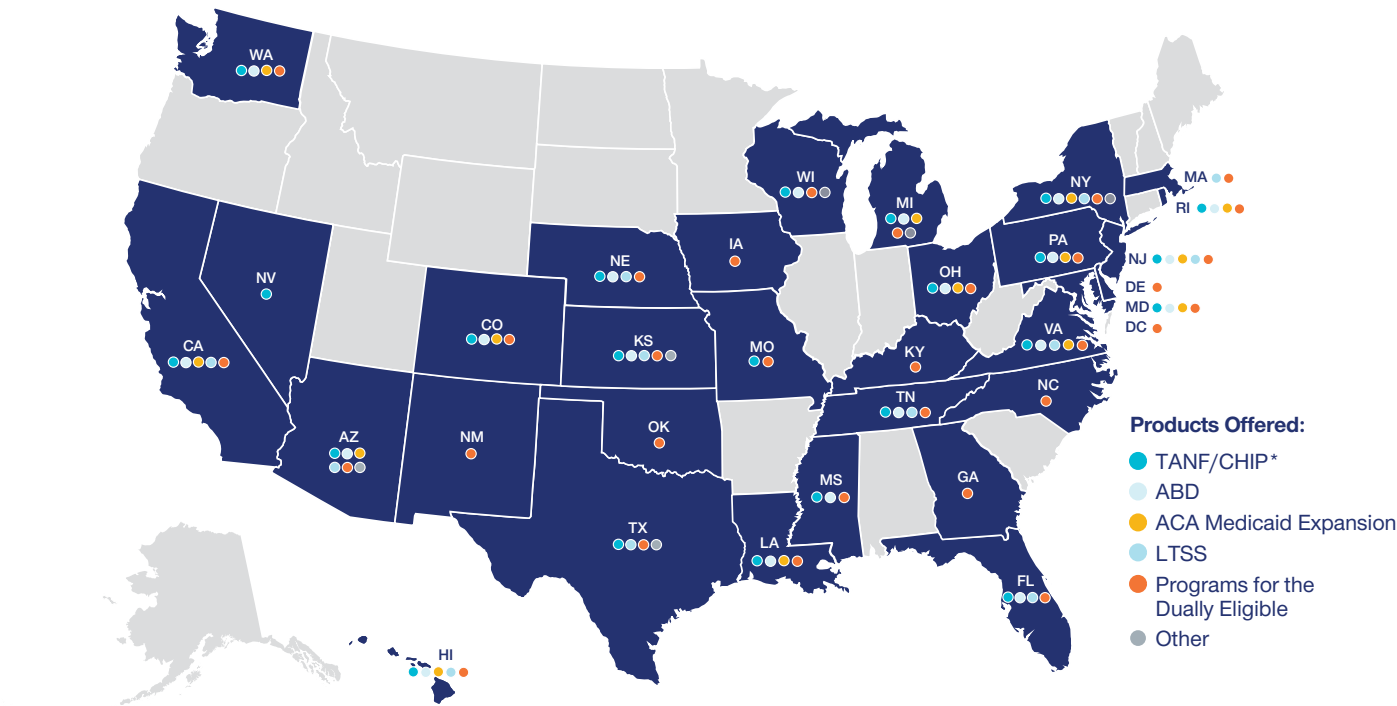


One source for comprehensive care

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



*Includes programs serving TANF and/or CHIP populations
Updated 4/20

UnitedHealthcare Community Plan is committed to caring for the medically underserved and those with disabilities and complex health care needs. We work with 31 states plus Washington, D.C., providing coverage to more than 6.4 million individuals.** Our programs span acute and long-term care Medicaid plans, the Children's Health Insurance Program (CHIP), Special Needs Plans, and other federal and state health care programs.

We're UnitedHealthcare Community Plan

UnitedHealthcare Community Plan 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.

Learn more. uhcommunityplan.com/KY

Not meant for distribution to beneficiaries.
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CST30562 11/20



Collaborating to make communities healthier

United
Healthcare
Community Plan



Committed to making the system work better

UnitedHealthcare Community Plan works 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 helping our members live healthier lives.

Integrated Managed Care

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

Working together for success in the new world of health care

Every aspect of the health care experience is evolving. From technology and patient needs to payment models and innovative partnerships, trends are converging in a rapid and exciting fashion. We're all in it together: community organizations, patients, care providers and payers.

We share the power to chart a new path, creating a stronger health care system that works better for everyone. And we're ready to support you with tools and data resources designed to help you serve your patients and allow your practice to thrive.

Helping 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.

Proudly serving nearly

880K

Kentucky residents

UnitedHealthcare Community Plan partners with the commonwealth of Kentucky to offer managed care health plans for the economically disadvantaged, the medically underserved through our Medicaid, Medicare, Individual and Employer Health Insurance.

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 open care opportunities. 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 help ensure 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 care provider leads a multidisciplinary team, coordinating all aspects of the member's medical care, including preventive, specialist and chronic health care services.



Behavioral

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



Social

Medical issues may be 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 — helping to improve a member's ability to access care as well as focus on their health needs.



Supporting the physician/patient relationship

We work to empower people with the information, guidance and tools they need to make personal health choices and decisions. One example of this is the CommunityCare platform.

The **CommunityCare platform** is a sophisticated clinical management tool that allows for the sharing of critical, relevant and timely member information across teams. CommunityCare enables real-time coordination among multiple care providers in integrated physical health, behavioral health and intellectual or developmental disability support settings. In addition, an individual, their support system and others involved in the individual's care and services (with member consent) have access to the member's centralized record, which includes information such as care team contact information, member's condition list, medications and open care opportunities. CommunityCare shares the member's care preferences and prioritized health concerns goals among the care team — ultimately streamlining communication, improving visibility and reducing duplication of services.



Choose more. Choose UnitedHealthcare.

You may save time in missed appointments by reminding your patients to keep their coverage. UHCCP members should receive a notice from the state about renewing their coverage. To keep it, they must act when or before they receive the letter. If they did not receive the letter they should contact the Department for Community Based Services to renew.

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