UnitedHealthcare Health Management Programs

UnitedHealthcare offers case and disease management programs to support physicians’ treatment plans and assist members in managing their conditions. Using medical, pharmacy and behavioral health claims data, our predictive model systems help us identify members who are at high risk and direct them to our programs.

Patients can also be identified at time of hospital discharge via a Health Risk Assessment, Nurseline referral, or member or caregiver referral. If you have patients who are UnitedHealthcare members who would benefit from case or disease management, you can refer them to the appropriate program by calling the number on the back of the member’s health insurance ID card.

Participation in these programs is voluntary. Upon referral, each member is assessed for the appropriate level of care for their individual needs. Programs vary depending on the member’s benefit plan.

Case Management

At the core of case management is identifying high-cost, complex, at-risk members who can benefit from these services. We partner with members and their physicians or other health care professionals to facilitate health care access and decisions that can have a dramatic impact on the quality and affordability of their health care.

Specifically, our programs are designed to assist in ensuring individuals:

- Receive evidenced-based care
- Have necessary self-care skills and/or caregiver resources
- Have the right equipment and supplies to perform self-care
- Have requisite access to the health care delivery system
- Are compliant with medications and the physician’s treatment plan

Our case managers are registered nurses who engage the appropriate internal, external or community-based resources needed to address members’ health care needs. When appropriate, we provide referrals to other internal programs such as disease management, complex condition management, behavioral health, employee assistance and disability. Case management services are voluntary and a member can opt out at any time.

Disease Management Programs

We offer disease management programs designed to provide members with specific conditions the appropriate level of intervention.
Depending on the member’s health plan and benefit plan design, disease management programs vary and may include:

- Coronary artery disease
- Diabetes
- Heart failure
- Asthma
- Chronic obstructive pulmonary disease
- Cancer
- High risk pregnancy
- Kidney disease
- Acute MI
- Hemophilia

1 Limited to eligible UnitedHealthcare River Valley and Neighborhood Health Program members.

Our programs include:

- Screening for depression and helping members access the appropriate resources.
- Addressing lifestyle-related health issues and referring to programs for weight management, nutrition, smoking cessation, exercise, diabetes care and stress management.
- Helping members understand and manage their condition and its implications.
- Education on how to reduce risk factors, maintain a healthy lifestyle, and adhere to treatment plans and medication regimens.

For some programs, members may receive:

- A comprehensive assessment by specialty-trained registered nurses to determine the appropriate level and frequency of interventions.
- Educational mailings, newsletters and tools such as a HealthLog to assist them in tracking their physician visits, health status and recommended targets or other screenings.
- Information on gaps in care and encouragement to discuss treatment plans, goals and results with the physician.
- Physicians with patients in moderate intensity programs may receive information on their patient’s care opportunities.
- Transitional case management when high risk patients are discharged from a hospital
- Outbound calls for the highest risk individuals to address particular gaps in care. You will be notified when patients are identified for the high-risk program.

These programs complement the physician’s treatment plan, reinforce instructions you may have provided, and offer support for healthy lifestyle choices.

**For UnitedHealthcare Community Plan members:**

Please refer to the [UHCommunityPlan.com](http://UHCommunityPlan.com) Provider page to find your state-specific Provider Administrative Manual.