Nebraska Department of Health and Human Services
Division of Medicaid and Long-Term Care

Behavioral Health Committee

May 10, 2016

UnitedHealthcare®
Community Plan

Our United Culture

UnitedHealthcare Community Plan

Our mission is to help people live healthier lives.
Our role is to make health care work for everyone.

Integrity.	Honor commitments Never compromise ethics
Compassion.	Walk in the shoes of people we serve and those with whom we work
Relationships.	Build trust through collaboration
Innovation.	Invent the future, learn from the past
Performance.	Demonstrate excellence in everything we do

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Our Vision Pivots around Person-Centered Care

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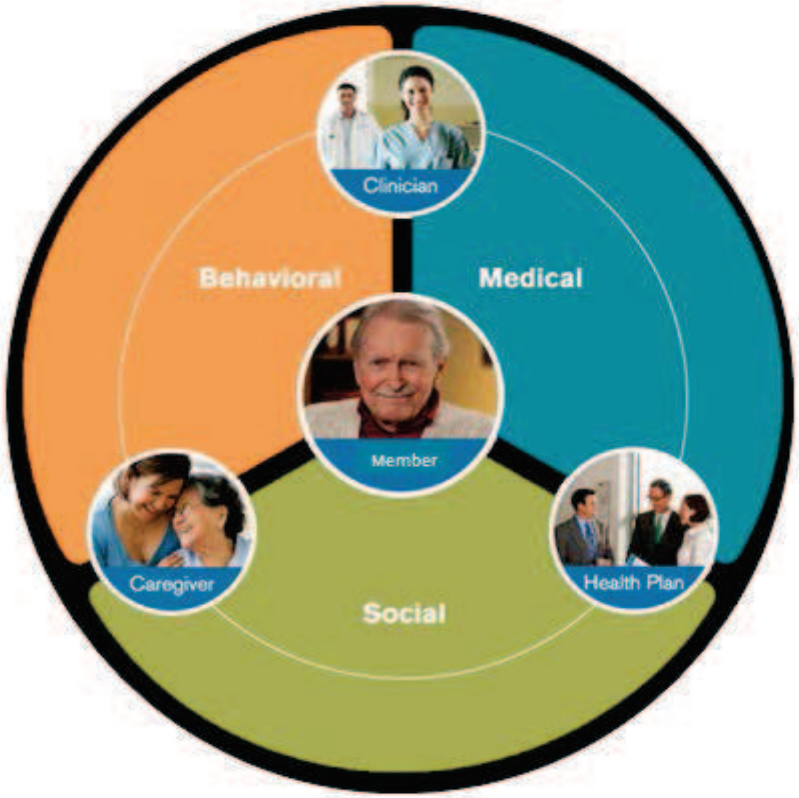
UnitedHealthcare is committed to members at the community level. The health plan focuses clinical and care delivery through a person-centered approach that addresses an individual's physical, behavioral and social needs



1. **Person-Centered not disease focused**
   Person-Centered is **whole person care** and is not restricted to a facility, specialist physician, or primary chronic disease.

2. **Integration of medical, behavioral and social care**
   Mix of services will be more **community based** and include **social agencies, housing, transportation, employment** etc.

3. **Population segmentation and risk stratification allows individuals to be placed into care models best suited for their needs**
   Those with the most **complex needs** often have multiple conditions, represent a smaller portion of those receiving care and **drive most of the costs**

4. **Leverage the resources and partner with integrated care systems and multi-disciplinary care teams**
   Individuals are served by highly **skilled clinicians** as well as additional **community resources** like **community health workers, peer support specialists**.

5. **Real time data sharing across the care continuum to support better decisions and better outcomes**
   Value-based pricing with providers supports quality outcomes

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Core Principles Permeate the Coordination of Care Model

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One size does not fit all. Our models emphasize prevention, continuity of care, personal responsibility and coordination of care. We advocate for, and link individuals to, services across providers and settings.

- Interdisciplinary, field-based community health workers and community-based care managers who locate and engage members, assess risk factors, develop/monitor service plan or transition plan, remove barriers to care and coordinate services and community resources
- Early identification of individuals with special needs
- Optimal use of technology to improve access, integration in the provision of care
- Promote self-management and focus on wellness, prevention, resiliency and recovery
- Payment models that reward value and accountability
- Analysis of care coordination/care management effectiveness, appropriateness and individual health outcomes to quantify success

Address unique needs and whole person care through integration of physical, behavioral and social needs

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Care Model

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Six key principles behind the Care Model center on a change from traditional to integrated care

1. Moving from a disease-centric model to a Member-Driven, Physical-Behavioral-Social Needs Model by operating with a collaborative team approach to deliver care using a standardized protocol
2. Treating Members in a holistic manner by using a single Member driven treatment plan, including helping the Member access their natural community supports based on their strengths and preferences
3. Use of clinical systems and claims platforms that allow for a seamless coordination across interdisciplinary care teams
4. Focused on multi-morbidities in patients with chronic clinical conditions to improve health outcomes and affordability
5. Improved screening and treatment of Mental Health and Substance Use Disorders
6. Providing care that is respectful and responsive to an individuals preferences and needs

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Telemental Health ("TMH") Capabilities

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Experienced in managing the delivery of behavioral services
to consumers through the use of telemental health (TMH) capabilities and technology

Personal Choice

The use of TMH services supports member choice and augments access to behavioral health services

50 Providers

Integration of physical, behavioral sites to enhance access

TMH Network service providers collaborate with PCP offices and hospitals to provide access to originating sites across the state

52 Locations

Compliant with State, Federal and HIPAA Regulations

Video conference capabilities required to be HIPAA-compliant, real-time audio/video technology that meets Federal and State privacy and security requirements

Continue to Grow

Leverage state of the art technology to enhance member experience

TMH services enhance the network by increasing access to appointments with skilled, Nebraska licensed clinicians, while reducing wait time and travel expenses

Ease in locating

TMH are listed in the provider directory on the member portal, Live and Work Well

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Physical and Behavioral Integration

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Our Goal

For the Member

Provide Whole Person Care -- Create a more integrated experience

- Identify and address all member's health care needs at any point in the health care system
- Give member one point of contact on care team to assist in effective navigation of health needs
- Improve member's health and well-being, resulting in better health
- Focus on helping healthy people stay healthy
- Prevent illnesses from becoming chronic, long term health conditions
- Assist members in effectively managing chronic health conditions, achieving a higher quality of life

For MLTC

Engage members with their care teams, to increase member satisfaction

- Person-Centered Integrated Health and Community Based Care Teams
- Promote self-management and focus on wellness, prevention, resiliency and recovery
- Develop and deliver provider engagement/ management
- Improve quality
- Reduce costs
- Deliver demonstrable, replicable results and improve outcomes

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Blended care team

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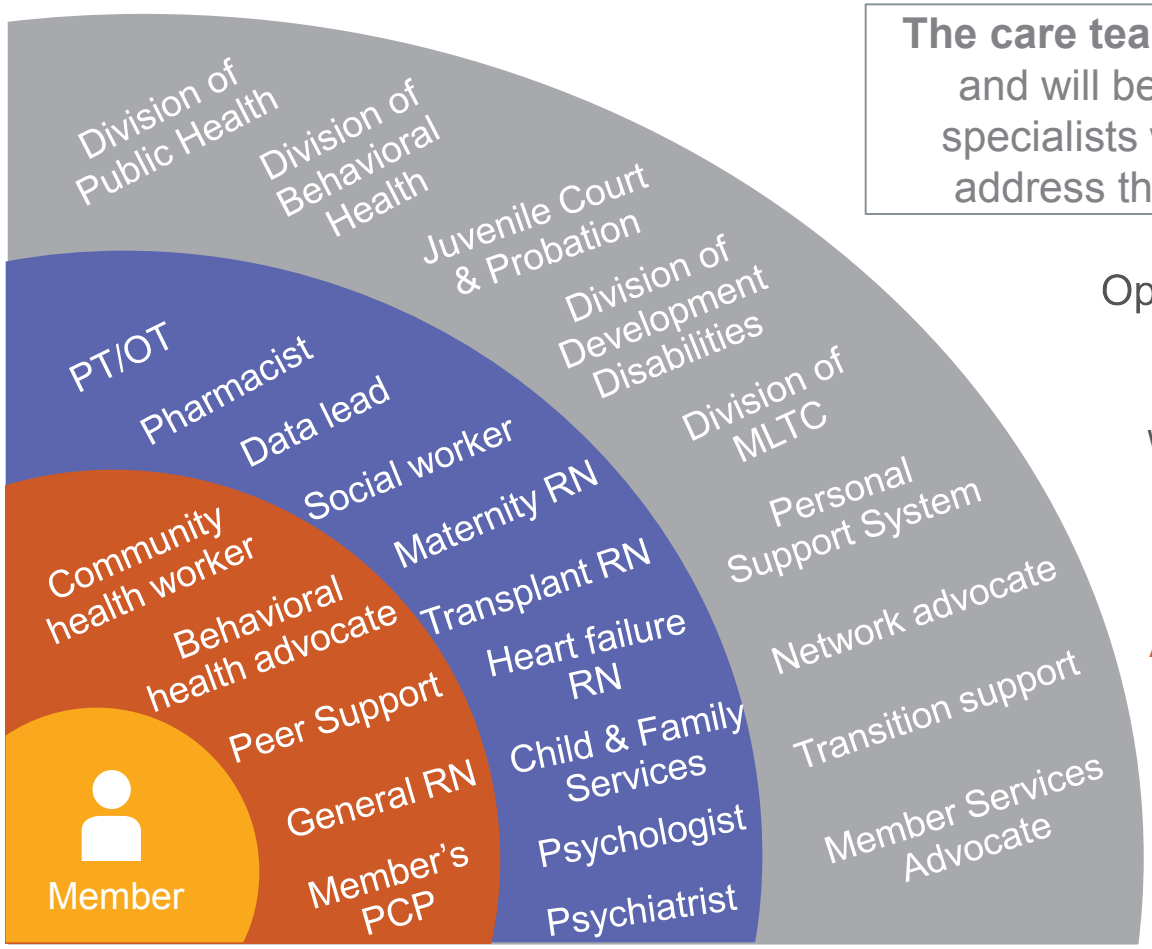

The care team will report to one leader and will be supported by program specialists who can "flex" to quickly address the needs of the member

Optimal health and well-being

Whole person centered care

Whole person care focuses on how the physical, behavioral and social needs of a person are inter-connected to maintain good health

Aligned to the delivery system

Care focused on supporting the physician to member relationship

Care team members will consult on cases as well as 'own' cases and participant in weekly joint medical/behavioral rounds

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In Summary

UnitedHealthcare Community Plan

Integrated High Quality Care Guided By a Triple Aim Focus

Focus on high quality care to improve **member health outcomes**

Development of holistic, person-centered, recovery oriented care to address medical, behavioral, and social needs to **improve overall care experience**

A comprehensive service delivery model provides early identification of individual needs thus **lowering health care costs**

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Credentialing and Contracting

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To initiate credentialing and for UnitedHealthcare Community Plan Provider Network, please call our automated service line at 1-877-842-3210. You'll need to provide your tax identification number (TIN) or social security number (SSN) and then follow the prompts:

- Health Care Professional Services> Credentialing> Request for Participation

If you have specific contracting questions, please contact us at the addresses below, mailboxes are reviewed daily:

- For **Physical Health Provider** questions, please call 1-866-331-2243 or email the Nebraska contracting team mailbox at Nebraska_PR_Team@uhc.com.
  For more information regarding the contracting process you can visit www.unitedhealthcareonline.com
- For **Behavioral Health Provider** questions, please call 1-877-614-0484 or email the Nebraska contracting team mailbox at neherhlth@optum.com.
  For more information regarding the contracting process you can visit www.providerexpress.com
- For **Pharmacy Provider** questions, please call 1-800-613-3591 or email the pharmacy contracting team mailbox at pharmacycontracts@optum.com.
  For more information online, visit www.optum.com/optumrx.html

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