



Introducing a new approach for people with complex health needs

Supporting people with complex health needs

The health care system works well for most patients. But those with complex health conditions have different needs and are driving a high percentage of health care costs. These members and their families may benefit from a new approach. To help them navigate the challenges, UnitedHealthcare is introducing a new system of care designed to transform people's experience with the health care system.

Complex Care Concierge (C3) matches members and their families with a dedicated Care Advisor who listens to their needs and is empowered to help improve their quality of care and quality of life. Care Advisors are also supported by a specialized and coordinated team with multi-disciplinary expertise. By offering members and providers a different experience, employers may also benefit from higher productivity and lower medical costs while helping to reduce the burden on Human Resources staff.

Building trust

Working tirelessly for members, their families and their providers throughout the health journey.

- Using advanced engagement strategies to find members with complex health needs and match them to Care Advisors
- Building lasting relationships between members, their families and Care Advisors who are hired for their compassion and personal connection to complex care
- Offering on-demand support from the Family Engagement Center® – backed by the full breadth of resources, knowledge and expertise from UnitedHealthcare and Optum

Optimizing benefits

Helping make benefits work by optimizing people, process, organizational structure and technology.

- Using real-time tracking and alerts to help proactively resolve issues
- Providing a comprehensive view of medical records
- Offering specialized reviews to aid in clinical determinations
- Using experience insights to inform plan and medical policy

Connecting care

Leveraging provider relationships to help deliver the right care in the appropriate setting.

- Helping to make care coordinated and connected, integrating Optum clinical solutions, social and community care, and Family Engagement Center support
- Working with specialty providers to help connect members to other health care professionals that meet their needs
- Working with national and local health systems across the network to help support ongoing care and treatment

Designed to help deliver transformational results

Navigating care can be especially difficult for those with complex health needs who may tend to use the health care system more frequently and may spend more money on care. By offering these members and their families a more in-depth, coordinated system of support, we may be able to help improve people's quality of life by giving them access to a better health care experience, which may then support better health outcomes.



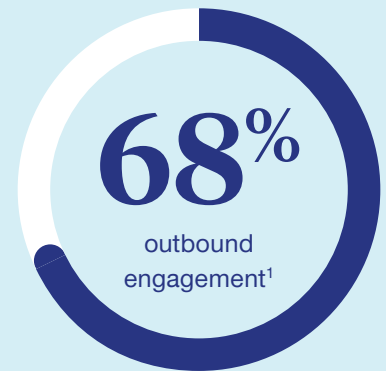
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return on investment,
guaranteed

Members reported a
Net Promoter Score® (NPS®) of

78

in a recent pilot¹



Contact your UnitedHealthcare representative to learn more

¹ UnitedHealthcare July 2020 pilot results.

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