



Working Together to Help Members on Their Wellness Journey

We want to support you as you care for UnitedHealthcare Community Plan members who have mental health and substance use issues. One of the ways we can do this is through our Office of Individual and Family Affairs, which works to connect all the parties involved in the member's health care. UnitedHealthcare, the care provider, the member and the member's family.

By working together, we can give these members and their loved ones the best possible health care experience as they work towards wellness.

How We Work With Members

We interact with our members and their families to better understand what they're experiencing during the member's health care process and use this information to help understand the member's needs, outcomes and successes. We then work together with participating care providers to help identify ways to help improve the member's experience, and ultimately, their behavioral health outcomes.

Some of the ways we do this include:

- Gathering member and family feedback to help identify areas where they can be more involved in their care plans
- Facilitating special community projects such as forums, coalitions and drives for in-kind donations
- Encouraging peer and family engagement and participation through committees, focus groups, outreach and education

How We Work With You

We let you know about any issues the member or their families may be experiencing to help you address service issues and give the member the best possible healthcare experience. Depending on your staff's needs, we also have resources available for training in areas such as person-centered health and wellness based lifestyles.

Getting Connected

We'll reach out to you if we have information to share about one of your patients. In the meantime, we encourage you to call us if you have questions, want us to connect with a specific member, or would like to discuss ways we can work together to enhance member care. Please call our Office of Individual and Family Affairs Administrator, Dawn McReynolds, at 602-255-8605 or email our team at advocate.oifa@uhc.com to learn more.