

Improving access to care

The UnitedHealthcare® Quality Management team works with you and your patients to help ensure access to care and continuity of care. The following are ways we help assist our members in getting care from a health care professional.

Whole-person care program

The whole-person care program helps to empower members, health care professionals and our community partners to help improve care coordination and outcomes for individuals with complex medical conditions. Our team works with program participants to help increase member engagement, offer resources to fill gaps in care and develop personalized health goals using evidence-based clinical guidelines. To refer a UnitedHealthcare Community Plan member to the Whole Person Care program, call the special needs coordinator at **800-460-5689**.

NurseLine

NurseLine is available at no additional cost to our members 24 hours a day, 7 days a week. Members may call NurseLine to ask for advice about a health care concern and whether they may need to go to an urgent care center, the emergency room or schedule an appointment with their primary care provider (PCP). Our nurses also help educate members about staying healthy. Members may call **877-440-0251**, TTY 711 to reach a nurse.

New member initial health appointment

Our outreach to new members includes a welcome call during which we review the importance of scheduling an initial appointment with their PCP within 90 days of enrollment. We work with members, their PCP and the local health department to schedule the initial health appointment.

Appointment scheduling assistance

The UnitedHealthcare Outreach team will call members to help them schedule an appointment or reschedule a missed appointment. This helps ensure the timely completion of medically necessary examinations, laboratory tests and preventive health screenings. Call Provider Services at **877-842-3210** to request appointment scheduling assistance.