



Working together to build healthier communities



We believe the best results come when we work with you.

UnitedHealthcare is honored to serve more Washingtonians. We'll give you the support, tools and data you need to provide Medicaid-eligible individuals with the high-quality health care they deserve.

As a care provider participating in the UnitedHealthcare Community Plan of Washington Apple Health (Medicaid) network, you can expect:



Local support

You already know and work with our Washington Provider Relations team. They'll continue to support you and help with your Medicaid questions. We'll be scheduling webinars and informational sessions—so you can learn more about UnitedHealthcare Community Plan.



Familiar tools

You can use our tools and resources, including **UHCprovider.com** and Link, to review UnitedHealthcare Community Plan member eligibility, benefits and claims information. Resources at **UHCprovider.com/training** will help you get started and use our online tools. We'll keep you up-to-date by posting state-specific information at **UHCprovider.com/WAcommunityplan**.



Commitment to improvement

With growing expectations on the health care system, we're committed to helping improve quality, health outcomes and the overall cost of care. Based on feedback from members and care providers like you, we've developed tools, programs and benefits such as:

- PreCheck MyScript® (**UHCprovider.com/pcms**) can help streamline the prior authorization process for your staff and can help you get information on lower-cost prescription alternatives, if available, to help save members money.
- Additional benefits for members, like coverage for non-emergency transportation, tobacco and vaping cessation and maternity health programs, including Healthy First Steps.

We are also Washingtonians

Community-based partnerships and locally based employees enable us to better serve you and those in your communities and neighborhoods.

Serving Washington since

2012

Supporting **12** Federally Qualified Health Centers statewide

Insuring over **800K** Washington residents

Focus on quality

The health care system is shifting from traditional fee-for-service models to value-based care. To support this emphasis on quality, we're working with care providers in Washington to:

- Incorporate team-based coordination models.
- Use available data and technology to address care opportunities.
- Be rewarded for meeting and exceeding quality standards.

Enhanced care coordination

Our care coordination program allows all care providers—medical, behavioral and ancillary—to not only easily share care plans, but also work with the patient as a whole person, understanding the medical and social needs of the individual.

Clinical data support

We'll share reports and information to help you identify open care opportunities. Helping the members address those opportunities can help improve health outcomes and help you meet National Committee for Quality Assurance (NCQA) quality standards. Our Clinical Practice Consultants (CPCs) will help you and your staff understand Healthcare Effectiveness Data and Information Set (HEDIS®) measures, coding requirements and improve clinical care metrics.

Quality incentives

Our UnitedHealthcare Community Plan Primary Care Professional Incentive (CP-PCPI) program can help engage your patients, who are UnitedHealthcare Community Plan members, to be more active with their preventive health care. The program rewards qualifying physician practices for performance tied to addressing patient care opportunities for certain HEDIS measures.

UnitedHealthcare Community Plan will support the state's **Advanced Medical Home (AMH)** program by:

- Reimbursing care providers for both level 1 and level 2 population health management.
- Engaging with, supporting and rewarding qualified groups for level 3 care management.

UnitedHealthcare Community Plan Member Benefits

An array of unique behavioral health resources are offered to our members that are only available through UnitedHealthcare. This includes virtual support, healthy living, maternity programs and so much more. Inclusive of these programs is UnitedHealthcare On My Way. This free online resource helps young members become independent including information for housing, employment and money management.



Doctor Chat App

Members with a non-emergency problem, can skip the wait of the ER and urgent care and chat with a physician in minutes.



Health4Me® App

Members can search for nearby doctors, view the member handbook or access their member ID card.



Quit For Life®

Members can get assistance deciding which type of nicotine substitute or medication is right for them to overcome nicotine dependence, including e-cigarettes.



Substance Use Helpline

Free, confidential alcohol and drug addiction help—whenever a member may need support.



Boys & Girls Club Youth Programs

Giving kids a safe and comfortable place to spend their free time, including after-school programs, mentoring and homework assistance.

We're here to help.

Questions about your participation in this new plan?

Call us at **1-877-542-9231** | Email washington_pr_team@uhc.com

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
PCA-1-20-02040-C&S-FLYR_07302020

© 2020 United HealthCare Services, Inc. All rights reserved.
CST29292 9/20