UHC Community and State Care Management Benefits

2025

United Healthcare®

2025 UHCCP Value-Added Benefits, Resources, and Programs

Making it easier to stay healthy

Enhanced **Transportation**

Unlimited Rides to Medical, Dental, WIC, Pharmacy, Grocery Store, Food Pantries, Weight Management Classes, Job Training, Vocational Rehab, and Substance abuse programs for pregnant moms

Doctor Chat

UHC members can video chat with a doctor 7 days a week, 24 hours a day.

Fitness Membership

Members 18 and older will have access to this membership which gets them into over 300 gyms across Missouri including the YMCAs, Planet Fitness, Anytime Fitness, and many small local gyms

Quit for Life®

Supplies and support for when you're ready to stop smoking.

Member Rewards

Earn reward dollars to purchase healthy food for completing wellness visits. Details on slide 5.

24-hour NurseLine

Coaches can provide support for substance use disorder (SUD) recovery.

KidsHealth®

Reliable information on health topics about, and for, kids and teens

YMCA Membership

Members 17 and under will have access to a youth membership at their local YMCA (Can include youth sports, Tiny Tots of toddlers, etc. depending on the programs the specific Y covers but does **not** include summer camp)

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2025 UHCCP Value-Added Benefits, Resources, and Programs

For pregnant women and their babies

Electronic breast pumps
Enrolled pregnant members are eligible for an electronic breast pump (limit one).

Healthy First Steps® – We'll work with you and your primary care provider (PCP) to help you have the best pregnancy experience possible and take healthy steps along the way.

Babyscripts Social App
The Babyscripts program rewards you for going to your prenatal and postpartum visits. The Babyscripts App features Daily Educational Content, Detailed Resources on Key Topics, a Rewards Module, In-App Notifications and Weight-Tracking

Wellhop for Mom and Baby App
This application connects expectant moms for support during pregnancy. Through Wellhop Mom and Baby can connect and share, join group conversations every other week with a group leader and women at the same stage in pregnancy, stay in touch, chat with moms from their group anytime through discussion boards, and visit the online library to see articles and videos.

Meals for new Moms
Pregnant members can receive 30 pre-cooked meals (2 per day for 15 days) post delivery.

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2025 UHCCP Value-Added Benefits, Resources, and Programs

Help with complex conditions

Asthma support
Special supplies are available, including a hypoallergenic mattress cover and pillow-case.

Care Management
Extra support for those with chronic conditions and complex needs, or anyone who has trouble finding care.
(MO HealthNet Managed Care benefit)

Care coordination
We can help schedule appointments and keep all your providers informed about the care you're getting.
(MO HealthNet Managed Care benefit)

Diabetes Prevention Program
Sessions that off er nutrition and behavioral counseling, weight reduction, lifestyle changes, physical activity, and fitness assessments.
(MO HealthNet Managed Care benefit)

Support for you

Mental Health Wellness App
Self-Care by AbleTo App is an on-demand app that offers clinical solutions to help dial down the symptoms of stress, anxiety and depression.

Peer support specialists: Coaches can provide support for substance use disorder (SUD) recovery.

Community resources
We can connect you with local programs and services, including those for housing, food and job training.

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NEW Value-Added Benefits, Resources, and Programs

Available January 1, 2025

New in 2025

Maternal & Baby Health Support

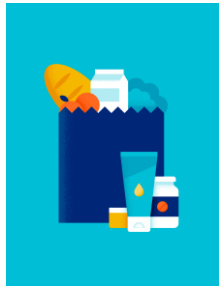
Baby Essentials
Expectant members, and members who recently delivered a baby can receive a Pack n' Play or car seat.

Maternal Soothing Aids
Expectant members can select pregnancy comfort items such as a belly band and compression socks.

Community Baby Showers
Activities and education for expectant or new moms and their families. Education around prenatal care, nutrition, baby care, breastfeeding and available local resources.

Additional Support

Healthy Tailored Meals:
Tailored meals for members with diabetes and enrolled in case management can get 8 weeks of diabetic tailored meals after a 4-week nutrition education program.



Walmart +
Members 18+ and in Case Management are eligible for a Walmart+ subscription. This includes free delivery (for those living within 12 miles of store) as soon as same day, free shipping with no minimum order, access to the Walmart rewards program, Video streaming on Paramount+ along with fuel savings at Exxon, Mobile, and Walmart gas stations.

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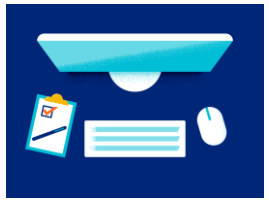
NEW Value-Added Benefits, Resources, and Programs

New in 2025

Get help building a successful career

GED Works

Members can enroll in GED Works program. This program includes study materials, practice tests, 1:1 advisor, private online community group and access to take the GED test (unlimited tries).



Goodwill Opportunity Accelerator®

This initiative helps people get the training and support they need to boost their job prospects and make more money.

- Career guidance and help finding a job
- Job education and training
- Extra support

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Health Incentive Program

Member rewards program

- As a UnitedHealthcare® member and part of the MO Healthnet Managed Care benefits, members can earn a new reward each time they complete an eligible healthy activity. Once you've completed one of the eligible healthy activities, you will get a gift card reward in the mail. Use your prepaid card to pay for healthy foods and other in-store products at participating stores.
- Earn a reward each time you complete a qualified healthy activity.
  - **Health Risk Assessment:** Complete Health Risk Assessment (HRA) Survey completion within the first 30 days of enrollment, new plan members
  - **First newborn well-child visit:** Exam with primary care provider (PCP) by age 3 months
  - **Well-Child Visit in the First 15 Months of Life (W15):** 6 well-child visits by age 15 months
  - **Well-Child Visit in the First 30 Months of Life (W30):** 2 well-child visits for members ages 15–30 months
  - **Immunizations:** Complete HPV (2-dose) series of CDC-recommended immunizations for members ages 9–13
  - **Child and Adolescent Well-Care Visit (WCV):** Annual well-child visit for members ages 3–21
  - **Adult Access to Preventive/Ambulatory Health Services (AAP):** Annual wellness visit for members ages 22 and older
  - **Follow-up Visit After Hospitalization for Mental Illness (FUH):** Complete a follow-up visit with a provider within 30 days after behavioral health hospital discharge; members ages 6 and up
  - **Breast Cancer Screening (BCS):** Complete 1 breast cancer screening for members ages 40–74
  - **Cervical Cancer Screening (CCS):** Complete 1 cervical cancer screening for members ages 21–64
  - **Flu shot:** Complete flu immunization doses as recommended by the CDC
    - 2 doses for members ages 6 months to 2 years
    - 1 dose for members ages 2 and older

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Care Management Program

UnitedHealthcare Community Plan will offer care management services available at mo_clinops@uhc.com

Care Management Support for:

- Pregnant
- NICU Care Management
- High risk health conditions
- Children with special health care needs

We serve all MO Residents from newborns – adults who are eligible for the UHC Community Plan.

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Case Management Program

- Members may be identified for outreach and management via several sources including but not limited to:
  - Health plan reports (eligibility files, diagnosis specific reports, state generated SHCN reports, utilization reports)
  - Internal sources (UM, Nurse line, Transitions of Care, Health Plan leadership, internal programs such as Maternity/NICU)
  - External sources (Providers, State Partners, Community Agencies, member self-referrals, hospital SW / CM)

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UHC Community Plan Whole Person Care Case Management

- Our team is divided into 6 regional teams: Southeast, Southwest, KC / Northwest, Central, STL North and STL South.
- Each regional team consists of 1-3 RN's, 2-3 Community Health Workers (CHW), and 1 Behavioral Health Advocate (BHA). Our team has one Clinical Administrative Coordinator who is responsible for assigning referrals to the team.
- We outreach and engage members initially by phone to offer support through our Case Management program.
- With our regional model we can also meet our members in the community face to face. Whether that be in their homes, a neutral location agreed to by the member, or in the hospital. Our team members live and work in the communities they serve.

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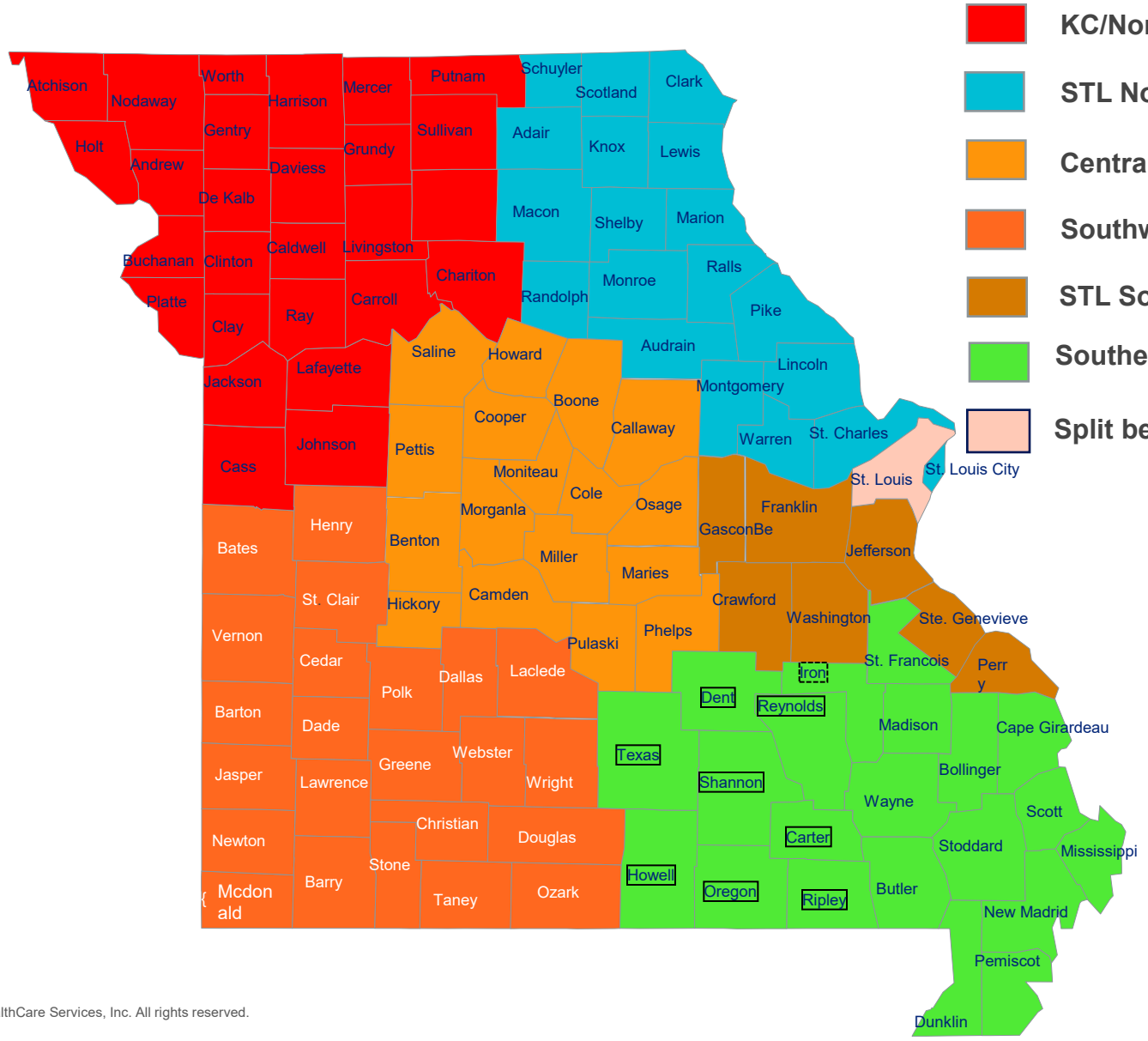
Missouri Care Team Territory Map



STL N		STL S	
63031		63005	63117
63033		63011	63118
63042		63017	63119
63043		63021	63122
63044		63038	63124
63045		63040	63125
63074		63088	63126
63107		63101	63126
63114		63102	63128
63115		63103	63129
63120		63104	63130
63121		63105	63131
63134		63106	63132
63135		63108	63133
63136		63109	63139
63137		63110	63141
63138		63111	63143
63140		63112	63144
63147		63113	63146
		63116	

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Some of what we do:

- Complete assessments as appropriate with our members (e.g., Care Model Adult Core, Pediatric Core 3.0, Access To Care, Transition of Care, SUD, Disease Management for Asthma, Diabetes, Depression, ADHD, Hypertension, and Obesity). We assess for member needs, gaps in care or barriers to care, identify teaching opportunities and develop a patient centered care plan with the member.

- Work through care plan goals the member has agreed to on each follow up call and/or face to face visit. Our objective is to close the care plan with all goals met.

- Outreach enrolled member every 30, 60 or 90 days depending on level of acuity and member need.

- Assess member's understanding of their health and provide education on managing their condition(s).

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Continued:

- Connect and/or refer members to needed community resources based on needs. Assess/Identify SDOH needs. (e.g., housing, food, clothing, utility/rent, transportation)
- Coordinate care with providers, DME etc.
- Reconcile Medications
- Coordinate care following a hospitalization to ensure a safe discharge and decrease the risk of readmission.
- Provide education on UHCCP health plan benefits (e.g., 24/7 Nurse Line, Housing Navigator, Transportation Benefits, Asthma Bedding referral, vision, dental, etc.).

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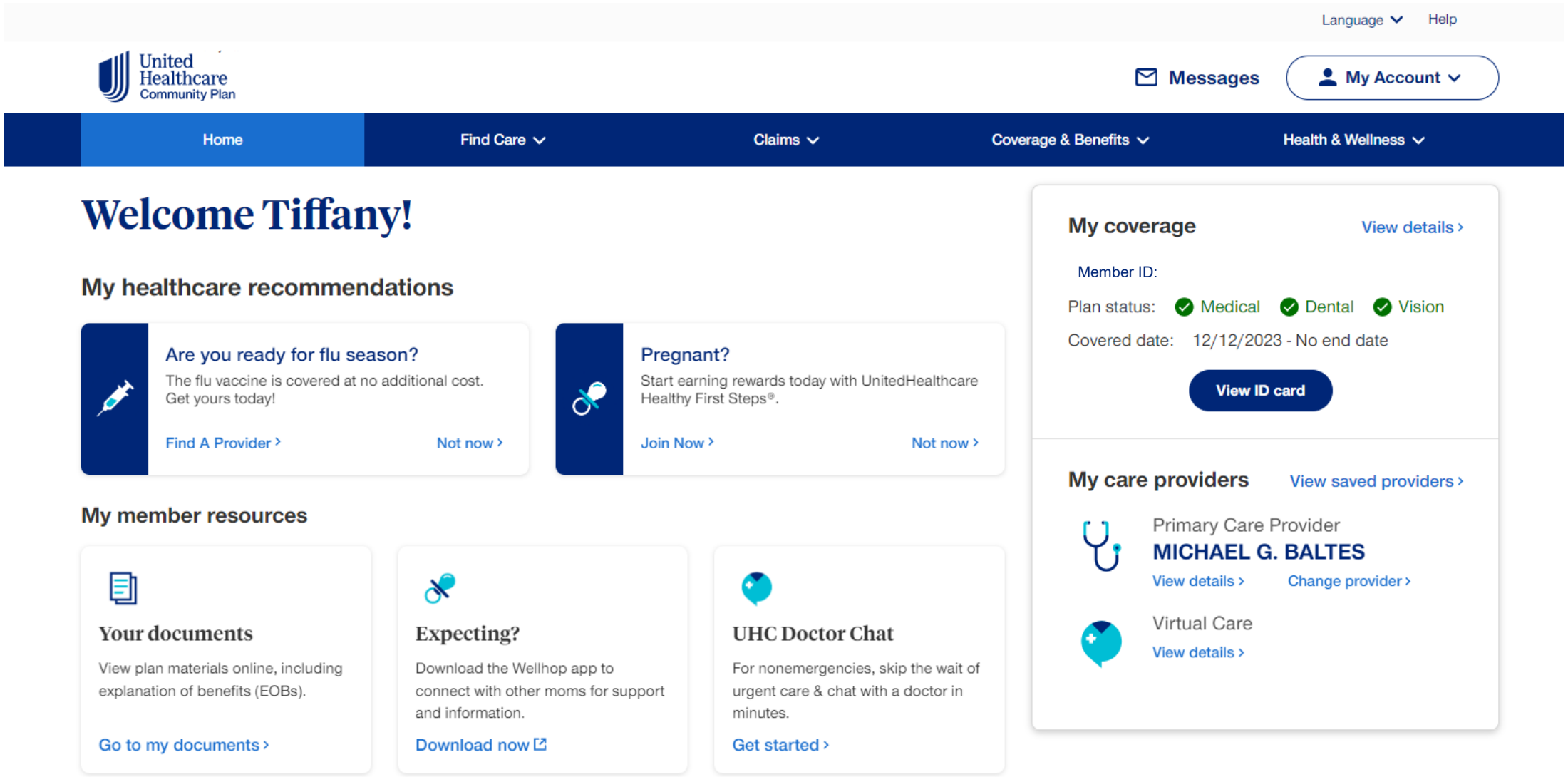
Digital Tools:

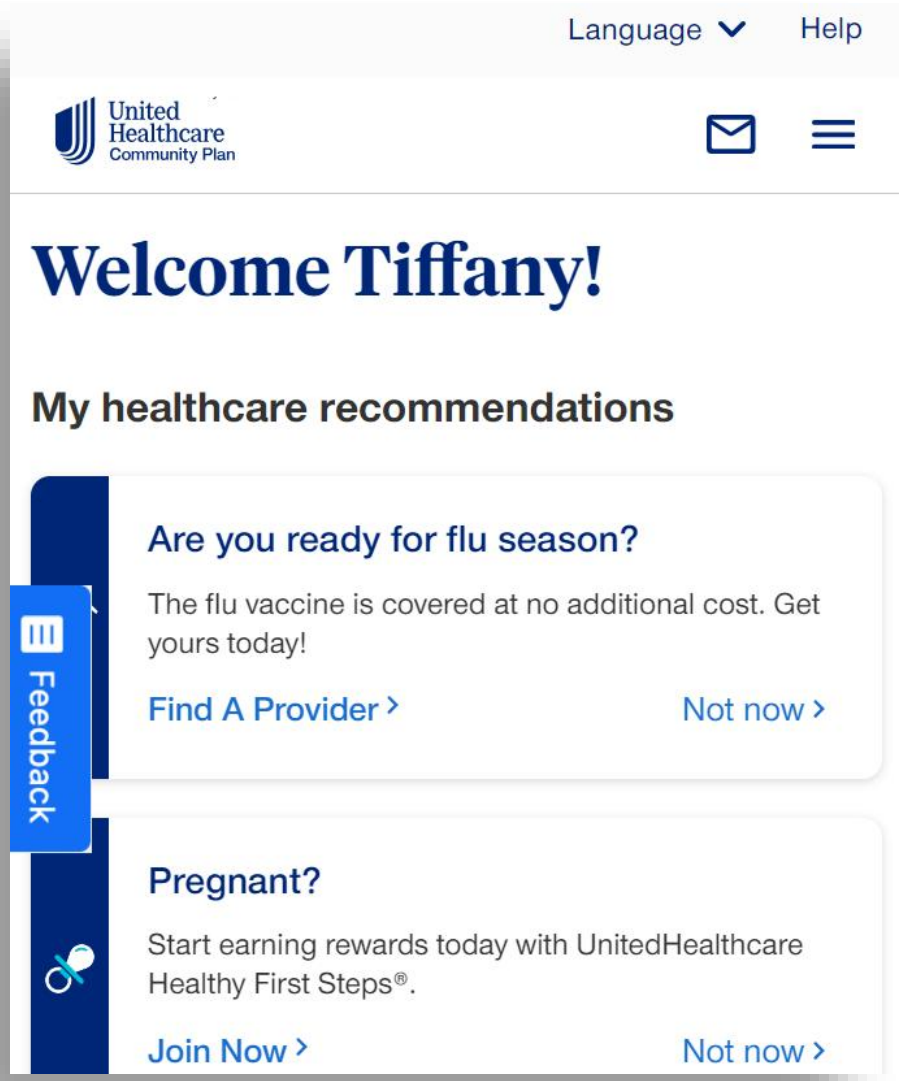
Secured Member Portal – MyUHC - URL: https://Myuhc.com/communityplan

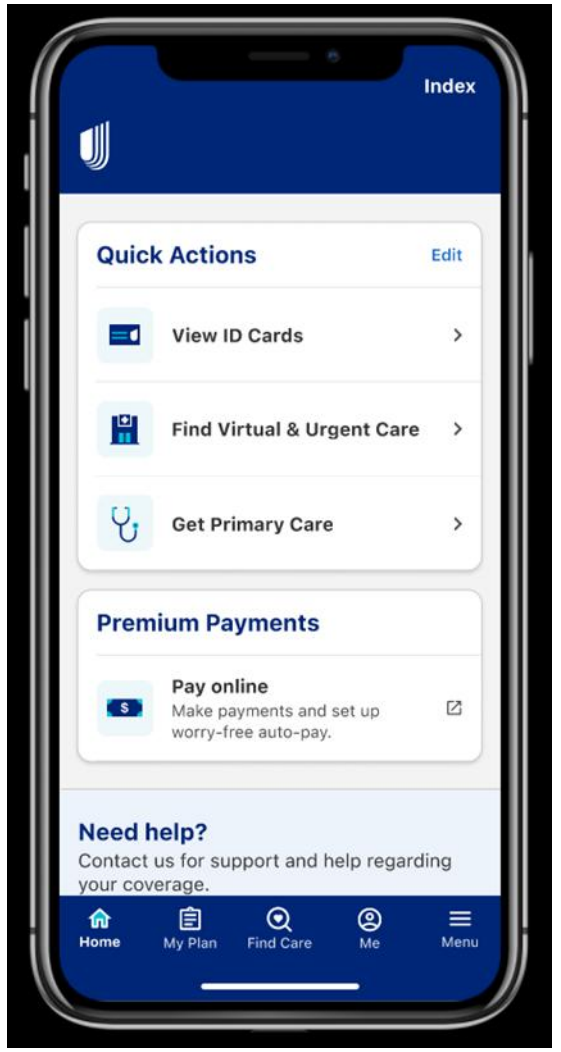
UHC Mobile App

MyUHC.com Secured Member Web Portal



UHC Mobile App





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Thank You