

# Care and coordination when health care gets complex



## UMR Complex Condition CARE\*

CARE nurse managers assist patients and caregivers, while representing the medical plan in coordinating treatment among different providers.

They focus on acute, high-cost or complicated cases and ensure they follow clinically appropriate practices throughout an episode of care, leading to improved outcomes and lower costs.

## Members will:

- ▶ Have a single point of contact, providing continuity of care with no “hand-offs” for both medical and behavioral care needs
- ▶ Know what’s covered and what to expect during treatment for complex cancers, transplants, high-risk pregnancies and preterm childbirths
- ▶ Receive discharge support to prevent relapse following inpatient treatment for substance use disorder or behavioral health conditions



## mHealth connectivity

With the CARE app, powered by Vivify Health, CARE nurses can view individual health metrics and connect with members via chat or streaming video.



## Customer receives:



Expert management of complex and catastrophic cases

# 7.1:1

Book-of-business return on investment (ROI)

# \$34,742

Average savings when savings occur

\* UMR Complex Condition CARE and Utilization Management programs are required when accessing UnitedHealthcare Networks, which allows for continuity of care