



Introducing a new approach for people with complex health needs

Supporting people with complex health needs

The health care system works well for most patients. But those with complex health conditions have different needs and drive a high percentage of health care costs. These members and their families may benefit from a new approach. To help them navigate the challenges, UnitedHealthcare offers a higher level of support designed to transform people's experience with the health care system.

Complex Care Concierge (C3) matches members and their families with a dedicated Care Advisor who listens to their needs and is empowered to help improve their quality of care and quality of life. Care Advisors are also supported by a specialized and coordinated team with multi-disciplinary expertise. By offering members and providers advanced support, employers may also benefit from higher productivity and lower medical costs while helping to reduce the burden on Human Resources staff.

Building trust

We work tirelessly for members, their families and their providers throughout the health journey. We:

- Use advanced engagement strategies to find members with complex health needs and match them to Care Advisors
- Build lasting relationships between members, their families and Care Advisors who are selected for their compassion and personal connection to complex care
- Offer on-demand support from the Family Engagement Center® — backed by the full breadth of resources, knowledge and expertise from UnitedHealthcare and Optum®



Optimizing benefits

We help make benefits work by optimizing people, process, organizational structure and technology. We:

- Use real-time tracking and alerts to help proactively resolve issues
- Provide a comprehensive view of medical records
- Offer specialized reviews to aid in clinical determinations
- Use experience insights to inform plan and medical policy

Connecting care

We leverage provider relationships to help deliver the right care in the appropriate setting. We:

- Help make care coordinated and connected, integrating Optum clinical solutions, social and community care, and Family Engagement Center support
- Work with specialty providers and help connect members to other health care professionals that meet their needs
- Work with national and local health systems across the network to help support ongoing care and treatment

Designed to deliver meaningful results

By offering complex care members and their families a more in-depth, coordinated system of support, we strive to improve people's quality of life, health care experience and health outcomes.

77%

personalized care opportunities accepted¹

72K

C3 engagements across ASO and FI¹

95%

member satisfaction¹

Learn more

Contact your UnitedHealthcare representative or visit uhc.com/advocacy

**United
Healthcare**

There for what matters™

¹2023 C3 and SNI Product Dashboard.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

B2B EI21498331.2 4/24 © 2024 United HealthCare Services, Inc. All Rights Reserved.