



Special Needs Initiative

Personalized support designed to help families overcome challenges
and remove barriers to care

United
Healthcare

Special Needs Initiative: Designed for families and children with complex health care needs*

The Special Needs Initiative helps support families that have children (newborn to 17 years of age) with complex health care needs by providing a personalized, compassionate Care Advisor. The Advisor aims to help address questions and concerns, reduce the weight of member responsibility and ease anxiousness and stress, including social determinants of health (SDOH) support.

The Care Advisor:

- **Takes a holistic approach** to serving the whole family, not just the child with special health needs
- **Is trained** to remove obstacles, coordinate support with appropriate care teams and lessen member burden
- **Personalizes and simplifies** the member experience, and aims to help members avoid unexpected costs



About 14 million children under 18 years old (19%) have a special health care need

*National Survey of Children's Health Data Brief - June 2022: Health Resources and Services Administration, Maternal & Child Health "Children and Youth with Special Health Care Needs.



Support and guidance to those who need it the most

A dedicated single point of contact providing members and families streamlined, compassionate and higher touch support aimed at removing barriers and simplifying the health care journey



Easing member burden by providing education and support

- Benefit consultation, claims and appeals research, prior auth. review, and behavioral health, clinical, and Rx program support/referrals as identified

Focused specialty population programs to address member complexity

- Meeting the member where they are in their healthcare journey through programs like SNI/C3, Diagnostic Odyssey, Emerging Therapies and LGBTQIA+ support

Enhanced social and lifestyle support

- Solutions for social determinants of health challenges, community resources, care specialists, spiritual support services and Family Voices support

Multi-disciplinary care coordination

- Deep clinical expertise through Doctors, Nurses and Pharmacists to help resolve clinical and administrative barriers to care



Phone



Chat



E-mail



SNI Diagnostic Odyssey Provider Network

Our SNI Diagnostic Odyssey program is designed to help improve care for those with rare diseases and make diagnosis more efficient.



1st partnership launched in 2018

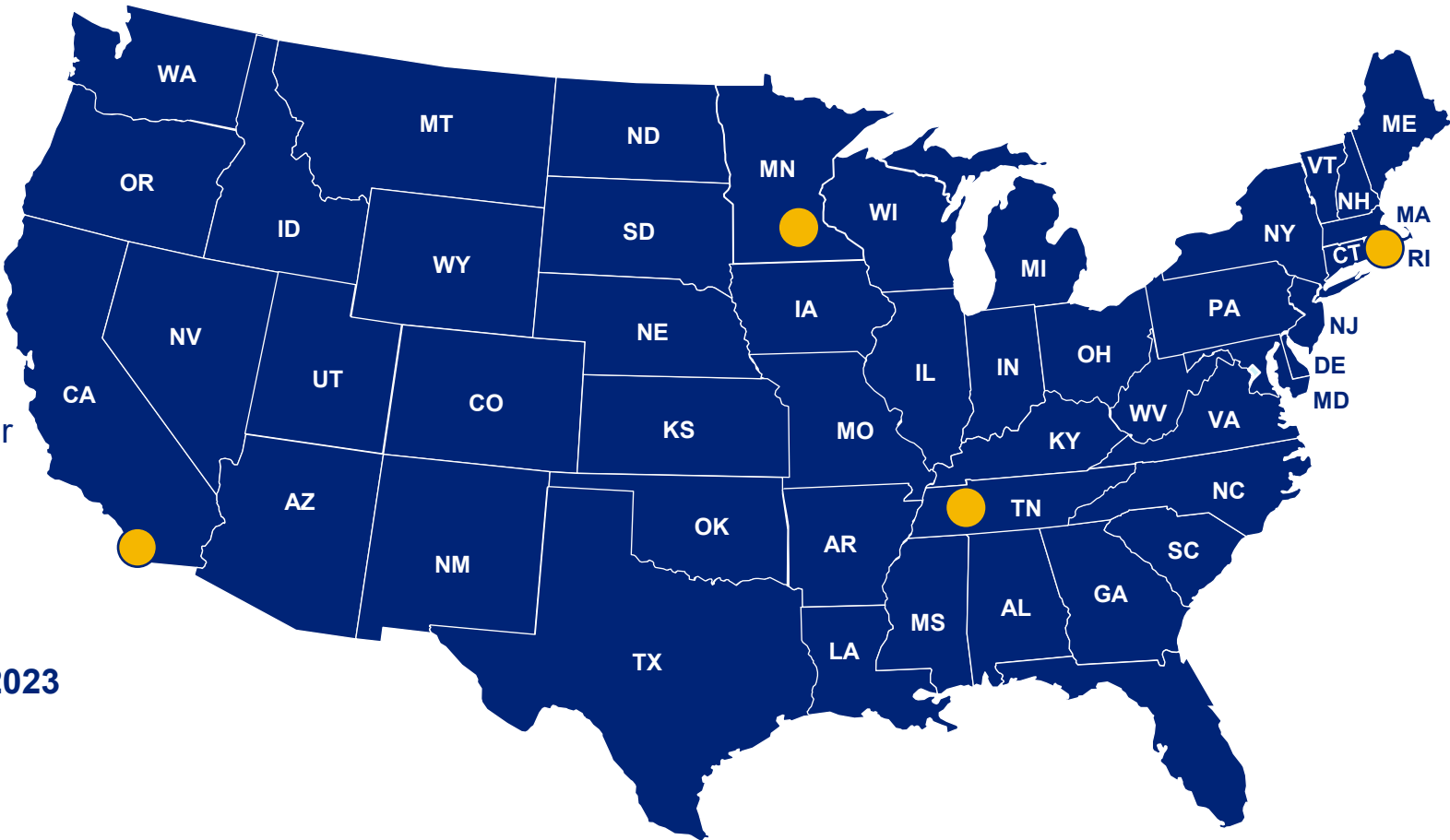


4 health system partners

- Rady Children’s Hospital
- Mayo Clinic
- Vanderbilt University Medical Center
- Boston Children’s Hospital



153 consultations completed 2018–2023



A social support network to help meet your needs

Family Voices is a national family-led organization of families and friends of children and youth with special health care needs (CYSHCN) and disabilities.

Promoting partnership with families including individual and policy decision-making, to improve health care services and policies for children.

Visit familyvoices.org to learn more.

UnitedHealthcare connects members and families to programs and services that may help make it easier for them to search for free or reduced-cost services that can assist with medical care, food, housing, transportation and more.

Visit uhccomhealthierlives.com to learn more.

