




housing




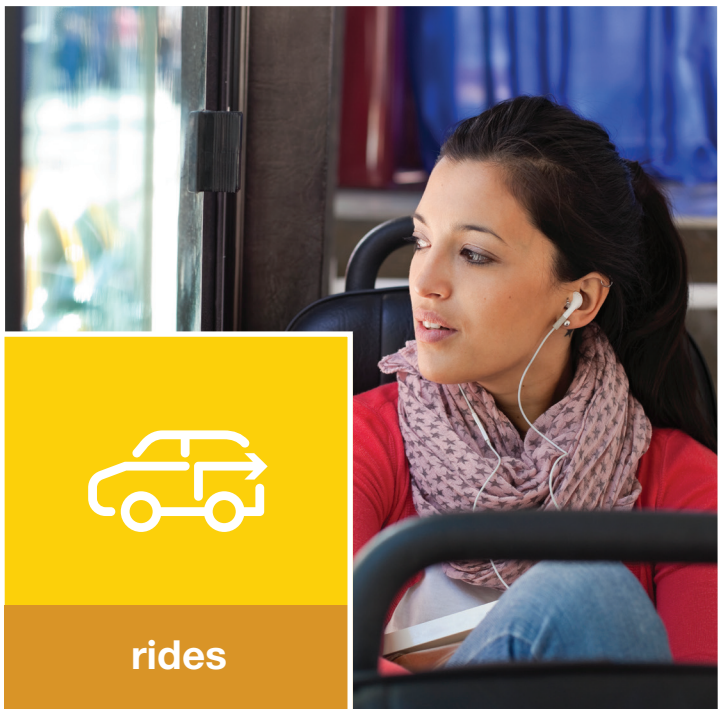
jobs

Improving Whole-Person Health through Integrated Health and Social Services

UnitedHealthcare
myConnectionsTM



food

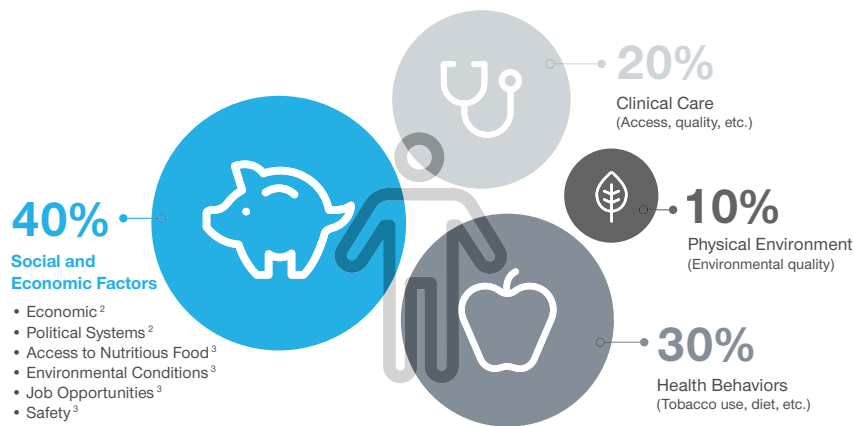


rides

myConnections is a First-to-Market Solution for Addressing Social Determinants of Health

Health is more than just a set of clinical metrics. There is an identified connection between key social determinants, such as employment, housing, transportation and financial stability, and poor health. While these social and economic factors are critical to the health and wellbeing of individuals and families, the current system by which social and health care services are delivered is fragmented, resulting in increased ER utilization and health care spending, poor care management for chronic conditions and incomplete reporting on outcomes.

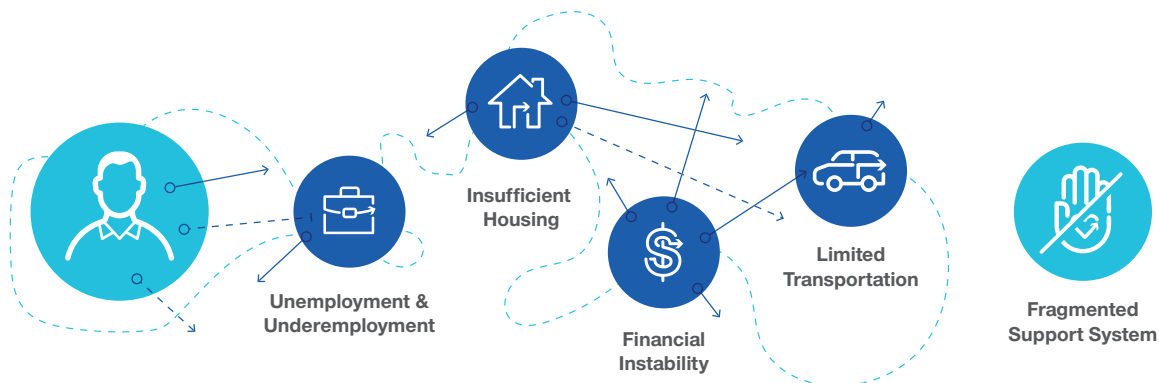
What drives health outcomes?



The need to connect consumers with already-existing health and social services is widespread, whether the services are provided by large government agencies or small, local service providers. That's why UnitedHealthcare created myConnections™, a smarter way to help.

¹ 2014 County Health Rankings - University of Wisconsin Population Health Institute ² World Health Organization. Social Determinants of Health. ³ Office of Disease Prevention and Health Promotion. Social Determinants of Health

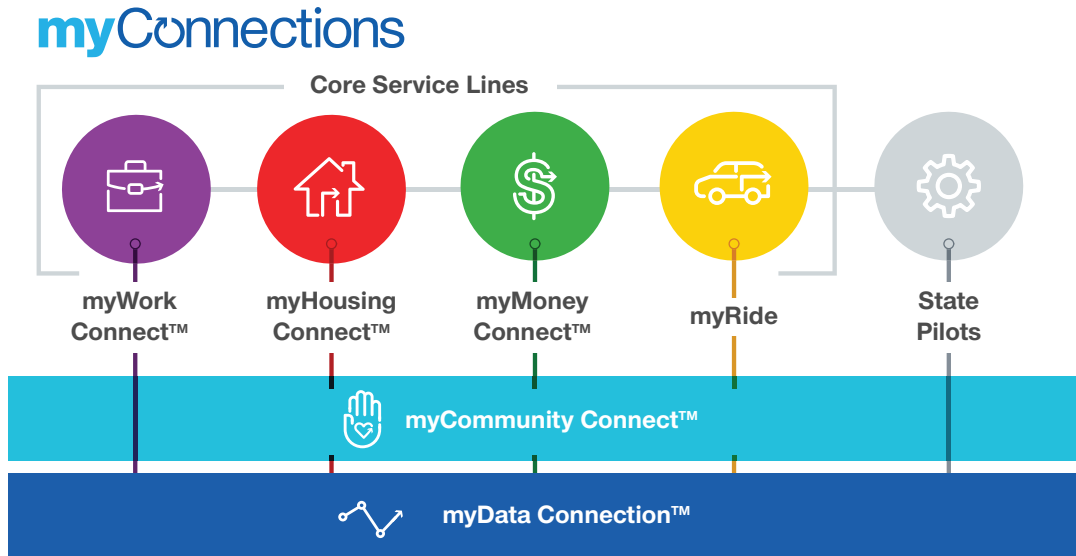
Today, \$1 trillion dollars is spent in over 100 government programs aimed at supporting low-income consumers, all with separate enrollment criteria, administrative budgets and oversight⁴ — despite considerable overlap in goals and services. myConnections is a system for integrating, organizing and distributing support services for low-income populations while addressing social determinants with the greatest opportunity to improve health outcomes.









⁴ Includes charitable spend. Source: Cato Institute, Heritage Foundation, L.E.K. analysis

myConnections Delivers Differentiated Value

myConnections consists of four core service lines created to address social and economic factors – employment, housing, transportation and financial stability – and close gaps in care, plus two first-of-their kind capabilities designed to improve both the access and delivery of government and community resources.



Our holistic and consumer-centered approach helps low-income individuals and families access essential government and community social services that are the gateway to better overall health and wellbeing.

 <p>myCommunity Connect</p>	<p>Physical locations of varying formats that serve as the centralized channel through which consumers can get connected to a range of support services, including food markets</p>	 <p>myMoney Connect</p>	<p>A wellness rewards program combined with a reloadable prepaid debit MasterCard® designed to close gaps in care and encourage financial independence</p>
 <p>myHousing Connect</p>	<p>Invests in the creation of affordable housing and helps low-income consumers navigate housing options</p>	 <p>myWork Connect</p>	<p>Helps unemployed and underemployed individuals get the skills training and placement services they need to find and secure jobs</p>
 <p>myData Connection</p>	<p>A centralized platform and network of service providers that enables information sharing and uses data to demonstrate value</p>	 <p>myRide</p>	<p>Provides convenient, trustworthy rides for nonemergency medical and social service appointments</p>

We're Improving Lives in Communities Across the U.S.

myConnections is positively impacting communities in states such as Arizona, Michigan, New York and North Carolina. Our on-the-ground presence has allowed us to create strategic partnerships with a broad spectrum of service providers — from faith-based and charity organizations to public sector entities.



We help individuals and families...

- Improve quality of life and whole-person health
- Become self-sufficient
- Integrate services across the health care continuum



We help communities...

- Revitalize neighborhoods
- Reduce jobless rates
- Provide access to healthy food and lower-cost banking options
- Drive cost efficiencies by alleviating “revolving door” of frequent admissions



We help partners and service providers...

- Reach more individuals and families
- Strengthen and expand partnerships
- Demonstrate the value of their work through data and reporting
- More effectively manage resources — human and financial



David

When we first met David (Michigan), he was in the hospital every week.

We learned that he was not only critically ill with type 1 diabetes but also unemployed, homeless and staying on friends' sofas or in shelters.

“Having a disease you have to manage, and doing it alone on the streets — it’s so hard and scary. In the hospital you have a clean bed to sleep in, a safe and secure feeling...fresh food...and proper management of my medicines.”

Will, a Housing Navigator, found a roommate for David, who set him up with a job at a convenience store. Will then helped David secure a valid ID, get back on food stamps and return to counseling.

Today, David is staying healthy by eating right and taking his medication. He is still employed and living with his roommate.



Angel

Angel (Arizona) needed help finding housing for her family.

She visited a myCommunity Connect center where Mario, a Housing Navigator, helped her locate rapid rehousing. But he also recognized that she needed job assistance.

Angel returned to the center the next day to receive job coaching from Amy, an Employment Navigator, who encouraged her to attend a Dress for Success wardrobe event. Later, when she interviewed for an entry-level position at a retailer, she exuded such professionalism that she received a job offer – for a manager position.

Angel came back to the center once more to sign up for benefits through a local partner, and talked with the team about her new outlook. *“[Before] I didn’t want to be here or have to go through this. But now, I love this place. I am so happy.”*