

Intermountain Health Impact Evaluation



The Utah Alliance for the Determinants of Health is a community collaborative convened and funded by Intermountain Health with the vision of delivering a continuum of care that includes community resources, improved health outcomes, and affordable healthcare to those who need it most. In June 2019 the Alliance partnered with Unite Us, creating a centrally connected network of community-based care providers throughout Utah. The adoption of Unite Us has provided several measurable benefits to Intermountain Health’s mission. We examined how Unite Us has made a difference to the Intermountain Health system and its patients through saved household income, administrative efficiency, estimated healthcare savings, and network reach.

Household Impact

We estimate that Intermountain Health patients who were served by Unite Us generated approximately \$3.6M in additional or saved household income.¹ These savings represent the value of non-medical services, like food, housing and shelter, employment, and utilities, to which Intermountain patients were connected via Unite Us.

Figure 1: Illustrative value of resolved needs/services rendered¹

- 
\$652.7K in Food Assistance
 With increased awareness of neighborhood food pantries, meal delivery services, and nutrition benefit programs.
- 
\$2M in Housing and Shelter Assistance
 By facilitating access to emergency or temporary housing, rental or mortgage assistance, and home repair support.
- 
\$622.4K in Employment Assistance
 Through job search and placement services, increasing household income and individual self-efficiency.
- 
\$75.9K in Utilities Assistance
 When connecting individuals to home energy benefits, internet access, and utility bill payment assistance.

Administrative Impact

Through a prior matched longitudinal survey of 101 individuals, we found an average of 13 minutes of time savings throughout the workflow, per case, when using the Unite Us platform compared to time spent prior to implementing Unite Us. We applied that time savings to the total number cases referred by Intermountain Health organizations since the adoption of Unite Us, and estimated that **2,155 hours of administrative efficiency were gained since 2019** across all referring Intermountain Health organizations.



Figure 2: Estimated hours saved through Unite Us

Healthcare Impact

We estimate that by October 2025, Intermountain Health has saved up to **\$7M** in total cost of care for Medicaid patients.²³ If every Intermountain Health Medicaid member was served by Unite Us, savings could have exceeded **\$182.4M** during the same time period.



Service Utilization and Resolved Needs

Figure 5 highlights the most common types of services accessed by Intermountain Health patients through Unite Us, illustrating where coordinated referrals most frequently resulted in resolved needs. **Food assistance represented the largest share of resolved needs (25%)**, reflecting sustained demand for access to services such as food pantries, emergency food support, SNAP/WIC enrollment and prepared meals. **Physical health-related services accounted for 17% of resolved needs.** Notably; dental care accounted for 39% of all resolved physical health needs, highlighting oral health as a key area of unmet needs addressed through community-based referrals. **Housing and shelter services comprised 14% of resolved needs, followed by mental and behavioral health (9%) and individual and family support services (8%).**

Top Five Service Types

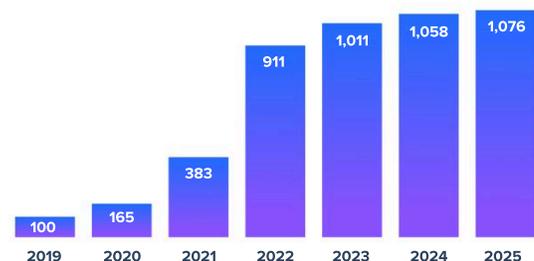
Resolved needs among Intermountain Health Patients



Figure 5: Top 5 service types among resolved cases

Network Reach

The Unite Utah network expansion has been driven largely by Intermountain Health, now connecting residents to **more than 1,000 unique programs** from nearly **500 on-platform, engaged partner organizations**. As a direct result of this increased collaboration, patients who have been referred into the network have seen indirect benefits from Intermountain Health's work, with an additional **\$1.8M in accessible income among 594 patients.**⁴



Active Programs Counts Since Launch

Figure 4: Active Unite Utah programs

Key features of the network also include the Utah Coordination Center (UCC) operated by the United Way of Salt Lake. Since 2020, the UCC has served **1,337 clients for 2,396 needs**. When finding best-fit partners on the platform for client referrals, community partners have shown a 62% resolution rate in meeting their needs. In instances where a best-fit partner is not available, UCC utilizes the off-platform resources functionality of the platform. Care coordinators at the United Way of Salt Lake have a high and efficient case closure rate for these off-platform needs. 99% of all off-platform cases have been closed, and the median time to closure is within 2 weeks.

¹ To estimate saved household income, we attributed an estimated value for each resolved Unite Us case, based on publicly available information specific to the state of Utah when available. These values represent additional money available to meet household needs due to services rendered (e.g. \$50 in food from a food pantry 2 x per month).

² Savings was calculated by applying the \$85 PMPM savings found through the North Carolina Health Opportunity Pilot adjusted for 2% inflation year-over-year to the estimated number of Intermountain Health Medicaid beneficiaries. The low end assumes that 11.3% of Intermountain Health patients served by Unite Us were Medicaid beneficiaries based on Utah's projected Medicaid population from the Kaiser Family Foundation, while the high end assumes all clients served were Medicaid beneficiaries.

³ Like the North Carolina HOP findings, the explicit factors driving these estimated cost savings are unknown but likely stem from decreased healthcare utilization (e.g. fewer readmissions)

⁴ Additional accessible income was calculated by estimating the average household benefit for each service subtype—using publicly available regional cost equivalents—and multiplying that value by the number of resolved cases in each subtype.