



## Ensure needs are addressed with our dedicated, professional Care Coordination support and expertise.



Connecting individuals to services—while incredibly important— isn’t always easy. Our partners often juggle many other responsibilities, depend on clients to come to their offices to begin the referral process, and face potential challenges to know where to refer people. That’s why we have a dedicated Care Coordination team to empower easy and positive social care connections for the people you serve. This added safety net **ensures clients’ needs are addressed**, no matter the complexity of the case or the size of the network.

**Care Coordination team** offers three key solutions, each representing a different entry point in which individuals are connected to services:

- 1 Social Care Coordination**  
The Unite Us Care Coordination team serves as social care coordinators for your organization by identifying and executing appropriate client referrals, taking the onus off of in-house organization administrators.
- 2 Proactive Engagement**  
The Unite Us Care Coordination team leverages analytics to identify at-risk members and connect them to social services in their area.
- 3 Assistance Request Fulfillment**  
The Unite Us Care Coordination team receives organic submissions (e.g., self-referrals) from the multilingual assistance request forms embedded on your website and connects clients with care.

## Flexible Solutions For Your Organization

### What Are You Trying to Solve?

### Recommended Solution

Do you want to expand the bandwidth of your current team of community health workers, case managers, discharge planners, etc.?



**Social Care Coordination**

Do you want to reach your members before they reach a crisis state?



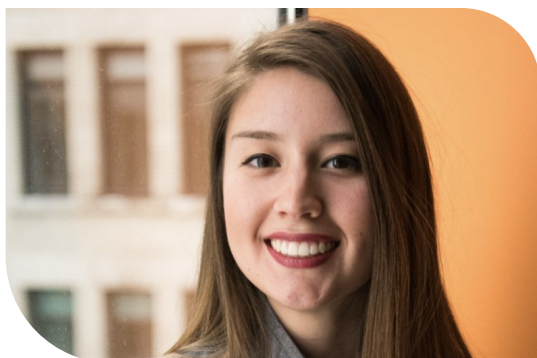
**Proactive Engagement**

Do you want to offer a way for members to self-refer for social needs?



**Assistance Request Fulfillment**

## The Unite Us Care Coordination Team



### Experience and Qualifications

Unite Us Care Coordinators have social service backgrounds and/or lived experience navigating the social service landscape.



### Care Coordination Team Capabilities

In addition to hiring bilingual staff, the Unite Us Care Team contracts with TransPerfect (access to 170+ languages and ASL) to communicate with clients.

Through NICE inContact, Unite Us Care Coordinators can offer telephonic support for nationwide coverage, with each customer having a unique toll-free number, with chat/text capabilities to come.



### Inform USA Training and Certification

Once hired, Unite Us Care Coordinators begin Inform USA training, becoming credentialed after 18 months. They are trained in this program for information and referral services on policies and procedures as well as client interactions.



## Impact of Care Coordination



### 10% Increase in Acceptance Rates in Three Months

An analysis of a mid-sized network using an earlier iteration of Social Care Coordination services demonstrated a 10% referral acceptance rate increase (from 46% to 56%) over three months despite a 50% referral volume increase compared to a year prior.



### 22% Increase in Referral Action Time Using Care Coordination

Care Coordination acts on referrals in less than two days 79% of the time—versus when Care Coordination is not involved, referrals are acted on in less than two days only 57% of the time.



### 29.5% Increase in Case Closure When Care Coordination Manages an Off-Platform Case

Care Coordination has a 96% case closure rate for off-platform cases compared to 67% when Care Coordination is not involved.

*Source: Unite Us Research and Evaluation report, July 2022*



The Unite Us Platform is an excellent resource. I sent a referral to them to assist a patient with transportation to her medical appointments. Within an hour after the referral was sent, I received confirmation from one of the employees that she was working on the matter. By the next day, this same young lady sent me a message that she had contacted the patient. So far, the program seems to handle issues quickly and the communication between them and us is great! I plan to refer more patients to Unite Us.”

– Integrated Care Team, Sentara Health



To learn more, visit [UniteUs.com/demo](https://UniteUs.com/demo).