

# Tennessee Monthly Update

## June

### Do Good. Live Well.

**At UnitedHealthcare, our strong spirit of volunteerism and giving back is a fundamental part of our culture. We believe that the world can change through one person at a time. All it takes is one individual reaching out to another for communities to improve and for multiple lives to be impacted.**

It seems impossible that anyone could go hungry for even one meal, in a country so rich with resources. Yet there are whole communities where hunger is an epidemic. That's why we work to help ensure people have access to fresh, nutritious food.

In May, UnitedHealthcare announced a \$90,000 grant for Metropolitan Inter-Faith Association (MIFA) through the [Empowering Health initiative](https://newsroom.uhc.com/southern-region/Empowering-Health.html) (<https://newsroom.uhc.com/southern-region/Empowering-Health.html>).

This grant allows MIFA's Meals on Wheels program—which is designed to promote independence, health, companionship and dignity for seniors—to serve an additional 130 seniors over the next year.



*UnitedHealthcare employees packing "birthday bags"*



Along with the grant, UnitedHealthcare employees volunteered part of their day on May 29, to help MIFA deliver fresh meals and pack "birthday bags" for home-bound seniors in the Memphis area.

*UnitedHealthcare employee volunteers*



### Rising Star

**UnitedHealthcare nominated Brandon Emmons, a direct support professional and team leader with Fayetteville's Skills Development Services, for the Rising Star Award presented during an event hosted by UnitedHealthcare, BlueCare and Amerigroup.**

Brandon received this award for his instrumental role in helping with home modifications for a UnitedHealthcare member who had multiple psychiatric in-patient stays, a history of violent physical aggression and destruction, and was non-verbal and non-compliant, among other things.

# The Importance of Consumer Engagement

By Nicole Truhe

**At UnitedHealthcare, we are committed to collaborating and designing solutions that are informed by those we serve. We know that to create healthier individuals, healthier families, and healthier communities we must listen to the individuals we serve and seek to serve to better understand their needs, what they want from providers, and what has worked to improve their health and quality of life.**

Two examples of this direct consumer engagement at UnitedHealthcare are: our **National Advisory Board** and our **consumer insights research**.

In the more than 40 years that UnitedHealthcare has been partnering with states on their Medicaid systems, we have learned a lot. Recently, we engaged in extensive consumer research with individuals across the country who are eligible for Medicaid or enrolled in Medicaid to refine our understanding about what consumers want and need from the Medicaid system. Many of the individuals were not members of a UnitedHealthcare Community Plan.

## **What did the research tell us was most important to people who access Medicaid?**

- Help me get the care I need.
- Help me navigate the health care system.
- Help me improve my health and well-being.
- Communicate with me in a way that I can understand and means something to me.

By understanding the day-to-day needs and pressures of those who access Medicaid, we can improve the health and well-being of the millions of lives covered by Medicaid and deliver simpler, person-centered, and more effective health care.

To learn more about our findings and the importance of consumer engagement, read the full blog post on [UHCCS.com](https://www.uhccommunityandstate.com/blog-post/nicole-truhe-posts/the-importance-of-consumer-engagement-by-nicole-truhe.html) (<https://www.uhccommunityandstate.com/blog-post/nicole-truhe-posts/the-importance-of-consumer-engagement-by-nicole-truhe.html>).



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