

Tennessee Monthly Update

January

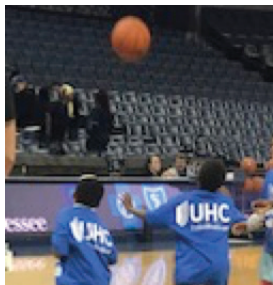
Recently Awarded NCQA Multicultural Healthcare Distinction

The National Committee for Quality Assurance (NCQA) has awarded the Distinction in Multicultural Health Care to UnitedHealthcare Community Plan of Tennessee.

This distinction identifies organizations that lead the market in providing culturally and linguistically sensitive services and working to reduce health care disparities. By earning this distinction, we are able to stand out as a market leader and show our providers and members that we provide high-quality care and are closing gaps in ethnic and racial disparities.

At UnitedHealthcare, we are committed to community involvement. By working to make our health care system more sustainable, we are helping our communities break the cycle of poverty and poor health on their own terms.

Our benefits and services support cultural values as well as healthy lifestyles.



University of Memphis Kids' Night

UnitedHealthcare sponsored a kids' night as the University of Memphis men's basketball team took on Wichita State.

A family from the Boys & Girls Clubs of Greater Memphis received tickets to the game and even got to help the Tigers warm up for their win over the Shockers.

Boys & Girls Club kids helping the Tigers warm up before the game.



Kids' Night with the Nashville Predators

UnitedHealthcare sponsored a kids' night at the Nashville Predators on January 15, 2019.

Several UnitedHealthcare employees attended to watch the Predators win against the Washington Capitals with a special kid in their life.

*From left to right:
Pilar Arrieta, Corey Shadd and Dr. Health E. Hound*



Skills System Training to Help Providers Better Manage Individuals With Complex Learning or Behavioral Health Challenges

At UnitedHealthcare, we're working to create a system that is connected, aligned and more affordable for all involved. This includes a system that delivers high-quality care and is responsive to the needs of each person, as well as to the community in which they live. A key component of this work involves strong collaboration with providers.

Based on feedback gathered during one of our provider collaboration sessions, we identified an expert who developed a modified Dialectical Behavior Therapy (DBT) that has been adapted for individuals with complex learning or behavioral health challenges, as well as the staff and family members who support them, called the Skills System.

On Jan. 8, 9 and 10, UnitedHealthcare Community Plan of Tennessee and Optum provided a free three-day Skills System training session for more than 100 clinicians and other support providers, led by Julie F. Brown, PhD, the author of the Skills System.

The goal of these efforts is to help community clinicians and organizations to better manage these individuals in the community, so they don't end up in an emergency room, regional mental health institute or an expensive out-of-state placement, away from family and community. This benefits not only the individual but also the greater health care system by reducing the cost of institutional care.

"Our therapists are so excited to put to use what they learned at the training. Please let us know if you have additional trainings, as we would love for more of our staff members to attend. Thank you for investing in providers! We look forward to our continued partnership in ensuring all persons supported can have their best life."

Shannon Durbin, Support Solutions



New Relationship With axialHealthcare

UnitedHealthcare Community Plan of Tennessee has partnered with axialHealthcare to give providers access to tools and resources that help monitor and address our members' overall opioid-related risks.

This includes a comprehensive view into the member's medication and treatment history across providers, evidence-based support for managing complex cases, and clinical consultation opportunities with axialHealthcare's licensed clinical pharmacists when developing care plans for members.

IDENTIFY



EDUCATE



SUPPORT



For more information about UnitedHealthcare's involvement in your community, contact:

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