



# Dedicated to serving Washington, D.C.



## We live here. We work here.

UnitedHealthcare is proud to serve more than 12,000 Dual Eligible Special Needs Plan (DSNP) members in Washington, D.C. We contract with more than 6,000 providers and 9 hospitals and employ a diverse workforce of more than 700 people with varied backgrounds and extensive practical experience.

## Our commitment to Washington, D.C.

We leverage our strong local presence, national footprint and enterprise experience to drive local solutions that meet the needs of communities throughout D.C. We are dedicated to working collaboratively toward improving health outcomes, reducing health disparities, and delivering top value to the District and the members we serve. To do that, we incorporate the following operating principles.

### Promoting health equity and reducing health disparities

- Leverage community solutions and social impact investing to address health disparities, system inequities and issues related to access to care.
- Build culturally relevant programs and address Social Determinants of Health at the individual member level.
- Collaborate with qualified small business enterprises.



**“We are committed to providing local partners and the people we serve with practical innovation, community-based programs, accountable performance and quality in everything we do.”**

Erin Henderson Moore  
Executive Director,  
Washington, D.C.  
and Maryland  
Medicare Advantage Dual  
Special Needs Plans



## Affordable housing investments

District residents living east of the Anacostia River continue to struggle with access to care. This challenge is magnified by other factors impacting overall health and well-being, collectively referred to as the social determinants of health. Housing security is a major factor in one’s health. If you don’t have a safe place to stay, it may be difficult to feel secure or manage your overall well-being.

To address these needs, UnitedHealthcare is providing an investment that will create 100 apartments at Anacostia Gardens, a development by The NHP Foundation. This is part of the \$500 million the company has invested in affordable housing across the country.

### **Commitment to our members**

- Provide high-quality, integrated care to elders and individuals with disabilities.
- Meet members where they are through comprehensive care management. For example, our UnitedHealthcare at Home program provides members with a personalized care team to help coordinate their plan benefits and connect them with local resources to simplify care.
- Offer competitive benefits to meet the unique needs of our members, including dental, transportation, over-the-counter (OTC) debit cards, hearing aids, and healthy food upon discharge from the hospital.



### **High-quality care**

The Centers for Medicare and Medicaid Services (CMS) rated UnitedHealthcare Dual Complete® (PPO D-SNP) 4 out of 5 Stars in its annual Star Quality Ratings for 2021.\*

To help beneficiaries, their families and caregivers compare plans, CMS calculates Star ratings from 1 to 5 (with 5 being the best) based on quality and performance. CMS rates 400 Medicare health and drug plans nationally. Scoring includes HEDIS, member surveys and other quality measures. The rating reflects how well we serve our members.

### **Commitment to the communities we serve**

- Support and build unique provider partnerships and incentive programs to promote patient-centered, value-based care that produces high-quality outcomes.
- Meaningfully improve the communities we serve through increased community integration. Convening partners to build programs that center on strong connections between community-based organizations, individuals and their providers.

### **Ensuring value and accountability**

- Focus on achieving better health outcomes, health care innovation and cost-effective quality healthcare.
- Operate a sustainable program by streamlining administrative processes that are inefficient to minimize unnecessary duplication, improve effectiveness and prioritize high-value care.

\*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. For more information on Star Ratings, visit [medicare.gov](https://www.medicare.gov).



## Addressing the COVID-19 pandemic

The COVID-19 pandemic demanded that UnitedHealthcare find new ways to put our core values into action. In addition to meeting the needs of our members through increased engagement, premium credits, rebates and waived cost sharing for COVID-19 diagnosis and treatment, we accelerated nearly \$2 billion of payments to providers, reduced administrative burdens and worked to address social and community needs by supporting and partnering with community-based organizations and providers.

### STOP COVID

We provided free COVID-19 testing, clinical support and other support services to residents of D.C.'s Ward 7 and 8, with the goal of addressing the devastating impacts the pandemic has had on our community. In addition to the free testing, we also offered HIV/AIDS testing and wraparound services such as health and safety kits and food boxes.

#### Our partners in the STOP COVID initiative include:

- **FiveMedicine:** a small, Black-owned business that provides a fully operative COVID-19 vaccination and COVID-19 testing program that can be implemented seamlessly and effectively via a portable self-contained mobile medical unit.
- **Mary's Center:** a federally qualified health center that provides education and the providers who receive, store and handle the vaccines.
- **Capital Area Food Bank:** a local food bank that procures and delivers the food boxes for distribution.
- **Changing Perceptions:** an organization focused on employment for returning citizens that has provided staff to distribute the food boxes and safety kits, and handle food box deliveries.
- **Leadership Council for Healthy Communities:** a group of D.C. faith-based organizations promoting health and health equity for underserved communities.

### Faith in Vaccine

Based on the collaborations developed through the STOP COVID initiative, LCHC, Mary's Center, UnitedHealthcare and FiveMedicine have since partnered with the District of Columbia's Faith in Vaccine pilot under DC Health guidance. Church volunteers and community partners are responsible for reaching out to community members and congregants. This pilot, targeting residents 65 years of age and older, has provided more than 3,000 vaccinations at Black churches in the District to date. Because of the success of this pilot, the District has expanded the model to additional churches in communities hit hardest by the pandemic.

At UnitedHealthcare, we continually drive innovative ways to address the challenges that our members face. Using different data sources and tools to improve our approach, we maintain and improve quality through practical and creative problem-solving, rooted in quality-improvement science.

## **We look forward to hearing from you.**

We welcome your questions, comments and feedback as we remain committed to improving the health of District residents. For more information contact:

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