

CARE: Clinical Advocacy Relationships to Empower



A UnitedHealthcare Company

UMR's suite of integrated CARE solutions engage individuals on all levels of the health care spectrum, providing the right care at the right time.

Utilization management

Uses nationally recognized criteria to review hospital admissions and other medical services, from prior authorization through discharge, to ensure medical necessity and appropriateness of care.

Complex Condition CARE

CARE nurse managers advocate for and support patients and caregivers throughout treatment for complex or catastrophic conditions, including organ transplants, cancer care or neonatal/NICU stays.

Readmission prevention

CARE nurse managers facilitate appropriate follow-up care and resources for members after a hospital stay for certain conditions and cases involving a heart attack, pneumonia or total hip or knee replacement.

Wellness CARE

Promotes sustainable lifestyle behaviors through integrated components, including clinical health risk assessments (CHRAs), biometric health screenings, health coaching and online wellness resources.

Ongoing Condition CARE

CARE nurses support improved health outcomes for members identified with one or more designated ongoing conditions. Choose outreach for a standard set of seven conditions, or interventions targeting select condition(s).

Tobacco & nicotine cessation

Stand-alone wellness program incorporates telephonic coaching with certified tobacco cessation specialists and optional nicotine replacement therapy (NRT) at an additional cost.

Maternity CARE

Pre-pregnancy assessments, support person education and prenatal coaching calls help expectant mothers understand and reduce their potential health risks to avoid complications and premature delivery.

Treatment Decision Support

Outreach to members considering surgery for common, yet highly variable conditions. This empowers the member to make informed and cost-effective decisions regarding their care.

NurseLine & Nurse Chat

Toll-free and online services offer 24/7 access to registered nurses who can answer medical questions and provide information about preventive care and common illnesses, symptoms and treatments. NurseLine nurses help callers decide where to go to receive the right level of care.

Real Appeal™

UMR has partnered with Real Appeal to offer an evidence-based, interactive weight loss program. Participants receive home success kits and personalized support through live, online coaching and peer group sessions.

ER Support Program

Engages frequent visitors to the emergency room, providing CARE nurse manager to assist in identifying underlying causes for the ER visit, and guidance to appropriate health care settings for non-emergency care.

Persistent Back and Neck Pain CARE

CARE nurses support improved health outcomes and quality of life for members identified with pain associated with musculoskeletal conditions of the neck and back. Includes medication review and recommendations for non-opioid alternatives.

HealtheNotes

Personalized mailings engage members and provide clinical outreach to individuals identified with one or more of 23 chronic health conditions. Notes reinforce recommended treatment by promoting the primary physician relationship and medication adherence.

HealtheNote Reminders

Personalized mailings engage members to improve their health by promoting recommended, routine preventive care. Reminders focus on women's health screenings, diabetes prevention, heart health, and child and teen immunizations.

To learn more, please contact your UMR representative.



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