

UnitedHealthcare Care Management With Vivify

Transforming Care Management

The Centers for Disease Control and Prevention (CDC) projects the number of Americans with chronic conditions will increase by 37% by 2030.¹ Many patients with chronic conditions may have difficulty adhering to their treatment plan and managing their symptoms.

Do your patients with chronic conditions have difficulty...

- Following your recommended treatment plan?
- Recognizing and managing their symptoms?
- Scheduling or keeping appointments?

UnitedHealthcare Care Management Powered by Vivify

The UnitedHealthcare Care Management Program strives to help eligible UnitedHealthcare members better understand and manage their chronic conditions. Eligible members can be connected with a Registered Nurse for care management and offered devices that sync to a Vivify app that can help members track their clinical and biometric information.

Vivify is a digital care management capability that supports the UnitedHealthcare Care Management Program and enables eligible members to communicate and share information with their Care Management staff. The Care Management nurse reviews this information and may verify changes with the member. If changes occur, the care provider can engage, and the Care Management nurse can assist the member with scheduling an appointment with their care provider.

Members can also receive non-clinical support from Customer Service Navigators to assist them on their journey to better health. Examples of non-clinical support include addressing benefit eligibility questions and social determinants of health.

A Path to Better Health

Eligible members can participate in the program using their mobile digital device or tablet. Digital engagement is supported by in-app video chat, messaging and telephonic capabilities. Members can also receive peripheral devices specific to their chronic condition(s) to help track their biometric data and symptoms, such as:

- Heart failure: Weight and blood pressure readings
- Diabetes: Blood glucose and symptom readings
- Pulmonary: Pulse oximeter and blood pressure readings

What to Expect

The UnitedHealthcare Care Management Program can help members with chronic conditions:

- Recognize and manage their symptoms and comorbidities
- Get support for clinical and non-clinical needs
- Maintain better health and potentially avoid unnecessary catastrophic care

We're Here to Help

For more information, please contact your UnitedHealthcare representative. Thank you.