



## Support for families with special needs

Employees with special needs in the family have a unique set of challenges, and the care they need can be complex, overwhelming and costly. UnitedHealthcare helps reduce stress for your employees by providing compassionate support to them and their families at no additional cost.

### A single point of contact to help ease stress

Advocate4Me® assigns a highly trained adviser to each family to provide a streamlined experience and personalized, comprehensive support that spans medical, behavioral and pharmacy needs, including:

- Insurance and payment
- Care delivery
- Social support and well-being

This adviser works with clinical staff, providers, social service disability consultants, process experts and others who work to get the family the right support and care.

**1 in 5 families**

in the U.S. has an individual with special needs.<sup>1</sup> On average, these families have:<sup>2</sup>

**13x** more denied claims

**10x** longer hospital stays

**7x** more out-of-pocket costs

**6x** more hospital admits

## Advisers who go above and beyond



- **Build** a relationship with the family—a family’s adviser knows their history and unique needs
- **Take responsibility** for each inquiry and see it through to resolution
- **Address** the needs of the person, along with the condition or question they’re calling about

## Helping remove barriers for faster resolutions

Callers are automatically routed to their adviser. This process is designed to help create a streamlined experience to:

- Watch for potential issues and provide alternatives
- Provide planning for the future, from diagnosis through treatment
- Coordinate UnitedHealthcare solutions and external resources
- Help care providers resolve questions and issues

As a result, families may get faster access to support, with a goal to help ease frustration and confusion.

**“Her help was worth more than I can say in words.”**

— Parent of child with cystic fibrosis

**“It’s been a life-changer for our entire family.”**

— Parent of child requiring chronic care



**Award-winning\* support makes the difference<sup>3</sup>**

**76 point**  
increase in likelihood to recommend

**\$1,500**  
medical cost savings per child per year

**50%**  
higher clinical engagement

**16%**  
reduction in appeals

**18%**  
reduction in claim rework

**Learn more**

Contact your broker or UnitedHealthcare representative

**United  
Healthcare**

\*2017 award winner of The Arc and Family Voices.

<sup>1</sup> Centers for Disease Control and Prevention. Children and Youth with Special Healthcare Needs in Emergencies. [cdc.gov/childrenindisasters/children-with-special-healthcare-needs.html](https://www.cdc.gov/childrenindisasters/children-with-special-healthcare-needs.html). Page last reviewed Jan. 6, 2021.

<sup>2</sup> UnitedHealthcare employer book of business, comparing non-eligible families with eligible families, October 2019 through September 2020 data, analysis completed October 2020.

<sup>3</sup> Pre/post study conducted on families engaged from January 2019 through December 2019; analysis completed October 2020.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.