



# Committed to Washington, D.C.

UnitedHealthcare District Dual Choice Plan

United  
Healthcare®





**UnitedHealthcare Community & State** is the business segment of UnitedHealthcare that provides health care coverage for beneficiaries of Medicaid and other government health care programs. These health plans operate locally as UnitedHealthcare District Dual Choice Plan.



**It's our privilege to work within the District of Columbia healthcare system and with the Department of Health Care Finance to help DC residents live healthier lives.**

UnitedHealthcare is committed to providing high quality equitable health care to enrollees while partnering with District and Federal Partners.

Thank you,

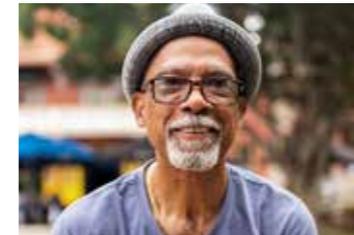
Rachael Han  
Executive Director – UnitedHealthcare District Dual Choice Plan

Explore and learn about the contributions we make in our communities.



**Company Overview**

[Learn more](#)



**Snapshot**

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**Our Key Priorities**

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**Community Involvement**

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UnitedHealthcare Community & State is dedicated to providing states and the District of Columbia with **diversified solutions** to care for the **economically disadvantaged**, the **medically underserved** and those **without benefit of employer-funded health care coverage**.

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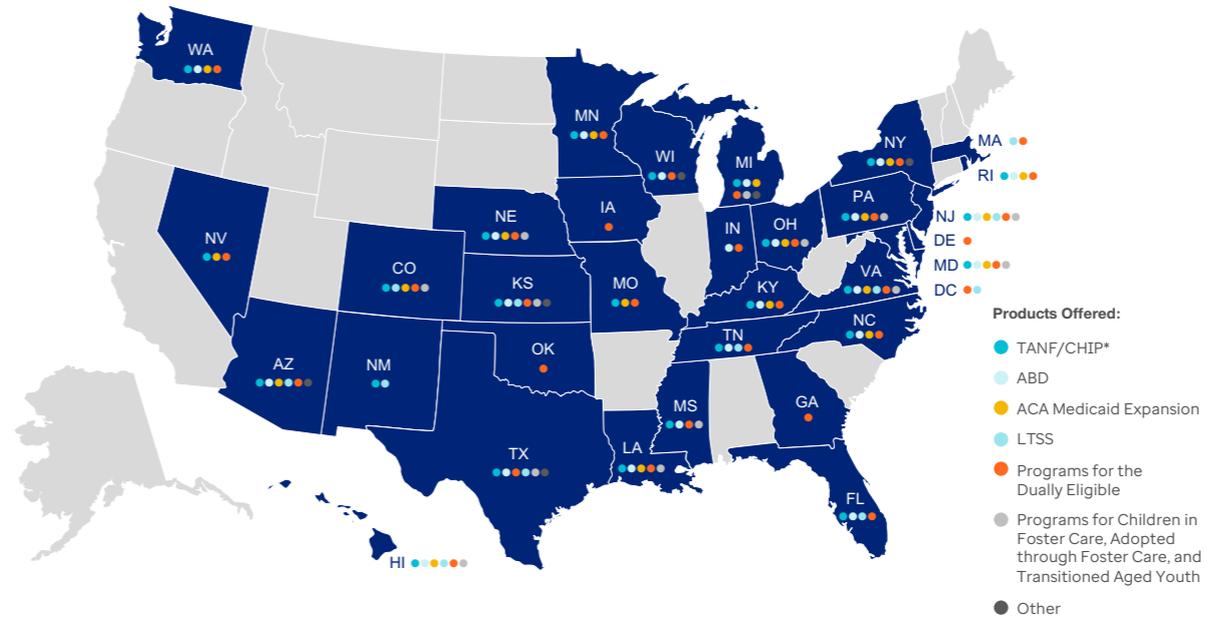


## The leading choice for quality public-sector health care

At UnitedHealthcare Community & State, we are well-positioned to make a real contribution to solving one of the toughest challenges in health care today: how to best deliver and manage care for low-income and disadvantaged Americans.

UnitedHealthcare Community & State offers health plans in **32 states plus Washington D.C.** We serve more than **6 million enrollees** across the country.

We believe compassion and respect are essential components of a successful health care company. We contract with care provider networks and employ a diverse workforce with varied backgrounds and extensive practical experience, which gives us a better understanding of our enrollees and their needs.



**We operate market-based health plans** that meet the unique needs of the people we serve, while leveraging the national resources, medical knowledge and efficiencies of UnitedHealthcare.

**We work with health care professionals** and other key partners to expand access to quality health care so that people can get the care they need close to home.

**We support the relationship between care providers and enrollees**, and empower people with the information, guidance and tools they need to make personal health choices and decisions.

**We are dedicated** to providing District partners and the people we serve with practical innovation, accountable performance and quality in everything we do.



We have in-depth experience and knowledge of the District of Columbia market. **We live here. We work here.** Our strong local presence enables us to **see the opportunities as well as the issues**, so we can **deliver effective solutions** to address the specific needs of the District of Columbia.

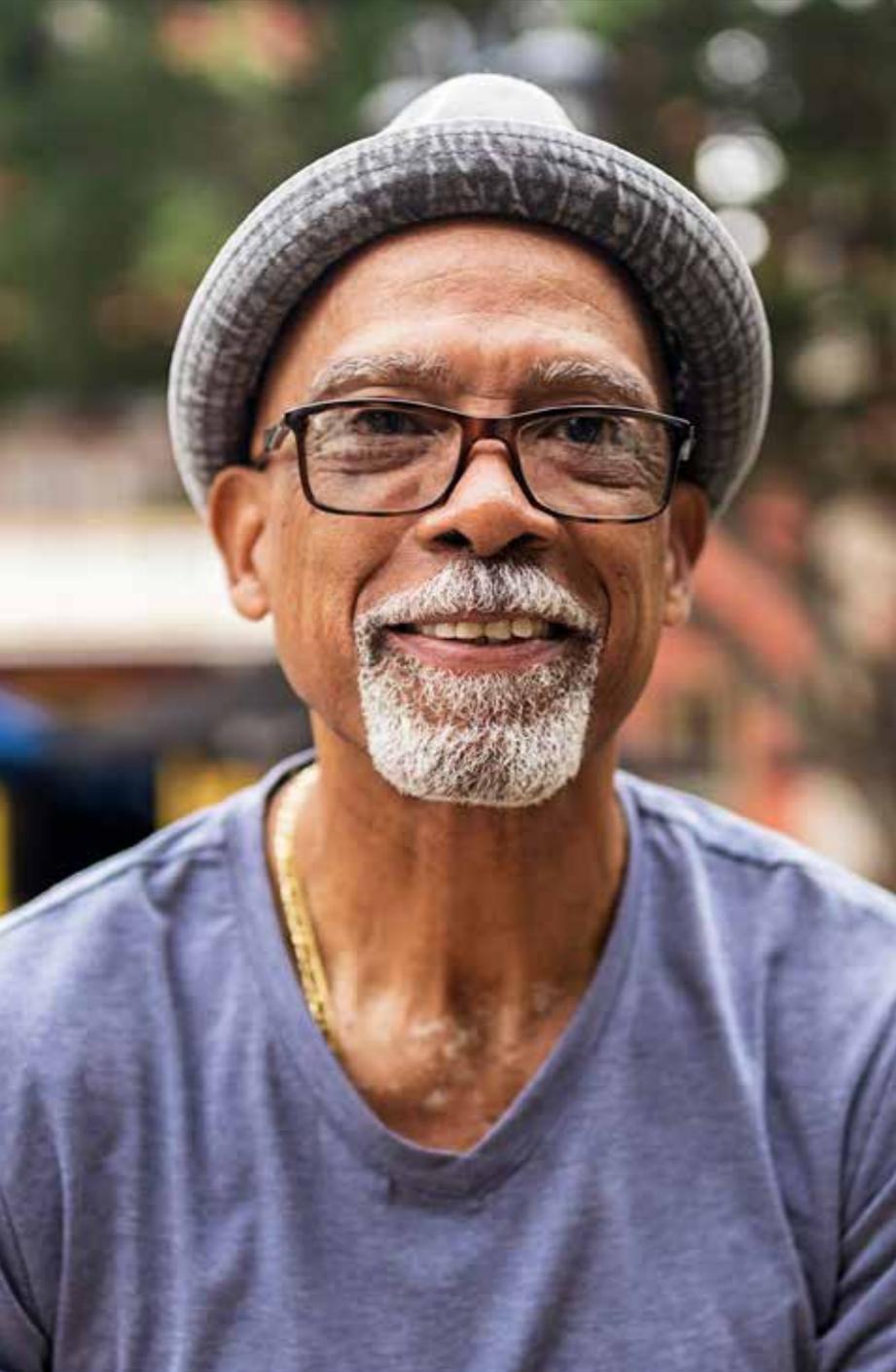
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UnitedHealthcare is proud to serve more than 12,000 Dual Eligible Special Needs Plan (DSNP) enrollees in Washington D.C. We contract with more than 10,000 providers and 10 hospitals and employ a diverse workforce of more than 700 people with varied backgrounds and extensive practical experience.



**NCQA  
Accredited**



The National Committee for Quality Assurance (NCQA) accredited UnitedHealthcare District Dual Choice plans for both Medicare and Medicaid in 2023.

Accreditation is achieved by meeting or exceeding NCQA's requirements for service and clinical quality. Being accredited means we continue to raise the bar with quality improvement initiatives, promote standardized ways to deliver care, and ensure strong communication and collaboration with our enrollees and our providers. Being accredited reflects how well we serve our enrollees.

Offering more than health care, **we meet the needs of individuals through services such as:**

-  Personalized care management
-  Caregiver support
-  Partnerships with community-based organizations
-  Meeting Social Determinant of Health needs



We recognize that significant challenges exist in health care and are committed to helping our District partners meet those challenges.

We've identified key pillars that support the District's priorities, which we believe will have a big impact in helping move health care forward in the District. These pillars include:

- > Integrated, coordinated and supportive health care service delivery system
- > Culturally competent, person-centered care and advancing health equity
- > Innovative and high-quality health care
- > Strengthening a community of collaboration



# Emphasizing a personalized care experience

There is no such thing as a broad approach when it comes to our enrollee health experiences. Personalizing how we engage with new enrollees is integral to the quality of care we provide. At UnitedHealthcare District Dual Choice Plan, all enrollees are assigned a care manager. This individual will assist the enrollee with their functional, mental health and service needs.

**We ensure each enrollee is seen as an individual and engages in their customized care in a way that works best for them.**

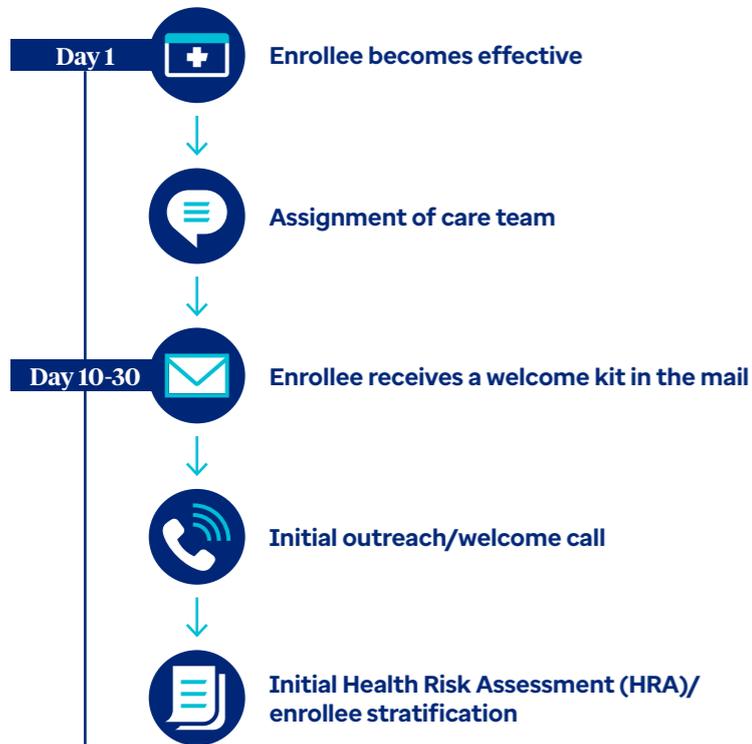
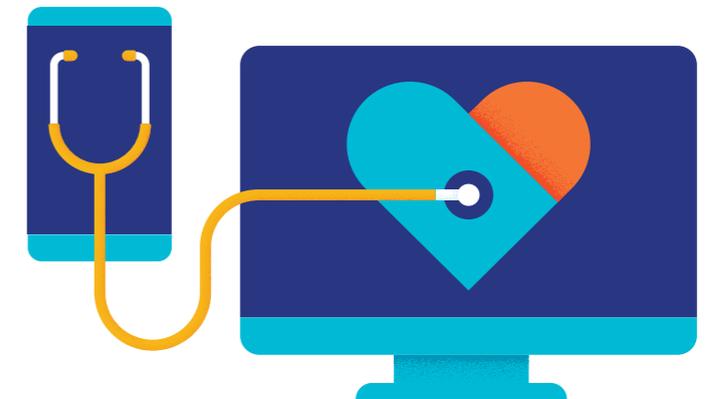
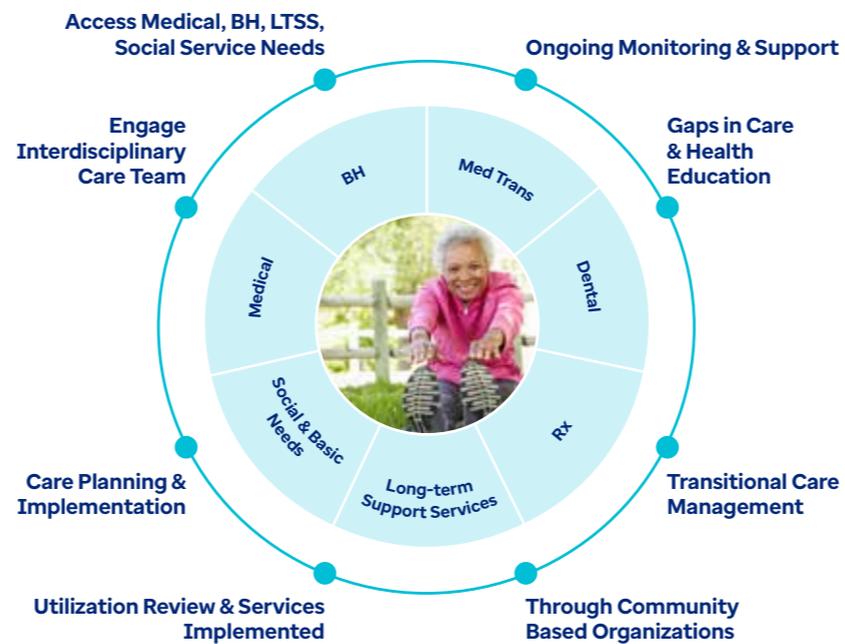
For instance, we expanded our provider options to align with enrollee preference for language, gender and background to address the cultural and language expectations of our enrollees.

**We innovate in areas most relevant to improving enrollees' quality of life.** A good example is our work to expand community activities in response to addressing issues with enrollees experiencing loneliness and isolation.

**We invest in systems integration and data-sharing technology to better support the enrollee experience.** Our intent is to provide better data to key stakeholders and ensure that we include data from all sources to improve better health outcomes.

We also gather feedback from caregivers through focus groups and surveys and then act on this feedback.

## A Person-centered Approach





# Expanding value-based care and strong provider partnerships

At UnitedHealthcare District Dual Choice Plan, we work for enhanced and deeper provider partnerships through value-based contracting, including HCBS providers. This enhancement to the clinical model allows us to have an enrollee-centered approach in caring for our enrollees while continuing to meet them where they are, resulting in effectively coordinated care.

Enrollees are our focus and services are provided in a variety of settings at differing levels of intensity. Our care management activities emphasize the provision of the right services, at the right time, in the right place, for the right reason and at the right cost.

This holistic approach allows our enrollees to receive an Individualized Care Plan that addresses all diagnoses and needs identified during the assessment process. Each enrollee is also assigned a care team who assists the enrollee with their unique needs. All enrollees with Long-Term Services and Supports (LTSS) needs are provided face-to-face visits. There is also an on-call system available to help enrollees address their needs and concerns 24/7.



Provider advocates are available to support Home and Community-Based Services (HCBS) through claims processing. **They have virtual engagements to share information on new policies and protocols and to discuss any issues.** Our Practice Performance Managers (PPM's) also help providers address open gaps in care for better patient care and improved quality.

Through these various supports and processes, we're able to help reduce administrative burdens for high-performing providers.

As we continue to strengthen our provider relationships and move toward paying providers based on the quality rather than the quantity of care, we can continue to help improve the health of Washington, D.C.





Employees support our communities by sitting on local boards such as the Community of Hope and Terrific Inc.

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## Giving back to our communities

Since 2018, \$4 million has been contributed by UnitedHealth Group to philanthropic activities in DC. Our partners include:

- > [Mary's Center](#)
- > [Capital Area Food Bank](#)
- > [Changing Perceptions](#)

### Partner spotlights

#### > Anacostia Garden

UnitedHealth Group has invested \$8.8 Million for 100 apartments at Anacostia Gardens to further its commitment to building communities that achieve better health outcomes. Housing security may be 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. Through our continued leadership and investments in affordable housing and support services, we are helping drive better health outcomes for some of the District's most underserved population.

#### > Gallaudet University

Through a \$50,000 grant, UnitedHealthcare is proud to support Gallaudet University in the creation of its first Clinical Social Work Fellowship designed to serve Hearing, Hard of Hearing and Deaf adults and children in clinical mental health settings in low-income areas of Washington, D.C.

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# District Dual Choice Program

In the District of Columbia, we serve over **500,000 individuals** across our Medicare, Medicaid, and employer-sponsored lines of business. We contract with more than 6,000 providers and nine hospitals and employ a diverse workforce of more than 700 people with varied backgrounds and experience in the District. Since 2018, UnitedHealthcare Group has invested over \$4 million to support community-based organizations in the District to expand access to care and promote health equity and address the social determinants of health (SDOH) for underserved communities.

Our integrated Medicaid, LTSS and D-SNP programs allow us to more broadly fulfill our mission to help people live healthier lives and help make the health system work better for everyone.

## UnitedHealthcare Team Helpful Resources:

- **Provider Services:** If you have questions about the information in this document or about UnitedHealthcare policies, call Provider Services at 1-888-350-5608 or for HCBS providers email [DCHCBSProviders@uhc.com](mailto:DCHCBSProviders@uhc.com)
- **Enrollee Services:** If an enrollee has a question, please call toll-free at 1-866-242-7726 or email [dcenrolleeservices@uhc.com](mailto:dcenrolleeservices@uhc.com).
- **Fair Hearings:** If you have any questions around Fair Hearings, please email [dc\\_uhcstatefairhearings@uhc.com](mailto:dc_uhcstatefairhearings@uhc.com).
- **Quality Services:** If you have any questions or comments related to the quality provided [uhcdc\\_quality@uhc.com](mailto:uhcdc_quality@uhc.com). or to report critical incident reports email [critical\\_incidents@uhc.com](mailto:critical_incidents@uhc.com)
- **Care Management:** If you have any questions about Care Management, call 855-409-7073 or email [dc\\_uah@uhc.com](mailto:dc_uah@uhc.com)

We benefit from our strong local presence, national capabilities and enterprise experience to drive local solutions that meet the needs of communities in the District. We are dedicated to working collaboratively toward improving health outcomes, reducing health disparities and delivering value to the District and the enrollees we serve.



We welcome your **questions, comments and feedback**. To find out more about UnitedHealthcare District Dual Choice Plan, or to get in touch with us, please use the resources below.

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

**Contact:**

For more information about UnitedHealthcare District Dual Choice Plan, please contact:

**Rachael Han**

Executive Director  
UnitedHealthcare District Dual Choice Plan  
Email: [rachael.han@uhc.com](mailto:rachael.han@uhc.com)



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