

## UnitedHealthcare Housing Initiatives

### Project Description

UnitedHealthcare Community & State serves as a Medicaid Managed Care Organization in 26 states. While our capacity building and advocacy strategies are national in focus, the needs, capabilities, and unique characteristics of each community drives housing initiatives in the market.

Our membership is as diverse as the Medicaid population. We serve families, children, pregnant women, health adults, the elderly and individuals with physical disabilities, severe mental illness, and intellectual disabilities. Three critical areas of focus for UHC regarding housing include:

- ***Engaging those that are homelessness or precarious housed*** - The established evidence demonstrates a clear linkage between housing stabilization and improvement with how an individual utilizes the health care system – for example dramatic reductions in the use of emergency rooms, inpatient stays and crisis services.

Project Example: Developing robust partnership with a homeless coalition in an area with a high number of unable to locate members. The goal of the partnership is to locate members, facilitate rapid supportive housing placement, and engagement of the managed care coordination team to wrap around Medicaid community- based support services.

- ***Improving unsafe living conditions and targeting disease management programs***– While not all living conditions can be improved, some environmental hazards can be remediated with simple changes or minor investments.

Project Example: Analyzing claims data for members in pilot programs to identify prevalent chronic conditions – for example diabetes – to target disease management programs to improve health literacy and engagement in condition management. The goal will be to deliver program elements on-site in locations with high concentrations of members.

- ***Transitions to community living*** (from nursing homes, institutions, or criminal justice system) – A state's housing portfolio significantly impacts its ability to re-balance the Medicaid system for complex populations. Additionally, the presence of wrap around housing supports improves an individual's chances of successfully remaining in the community.

Project Example: Partnership with a supportive housing development with a significant concentration of Medicaid managed care members to create connectivity between residential supportive housing managers and social workers and the managed care coordination team for the beneficiary.

### **Project Partners**

- United Healthcare
- CSH
- Homeless Coalitions
- Housing Providers

### **Project Significance and Impact**

Housing and health policy sectors mostly operate on parallel tracks with very limited interconnection and collaboration. However, the impacts of housing on healthcare utilization and healthy living are substantial. The three strategies listed above are clear tangible connections between housing and overall health improvement. Each of the projects highlights the need for cross-sector collaboration.

The projects represent a sampling of the initiatives UnitedHealthcare is currently undertaking in partnership with organizations, communities, and states throughout the country. In each example, UnitedHealthcare is dedicating a combination of staff, expertise, and additional resources to the establishment of the projects. The projects highlighted are under development and outcomes will be gathered as projects proceed.

### **Additional Information and Project Contacts**

For more information, please contact Tracey Davidson, CEO UnitedHealthcare Community Plan of Ohio, Inc. [Tracy\\_L\\_Davidson@uhc.com](mailto:Tracy_L_Davidson@uhc.com) or 614.410.7474.