



# The quarterly newsletter for Indiana health care professionals



## Here's what's new

The UnitedHealthcare Community Plan of Indiana Hoosier Care Connect newsletter has the information you need to help you do business with us.

The newsletter is published quarterly. We'll cover a range of topics, including the benefits of digital tools, manual overviews, Indiana Department of Health guidance and more.

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### Questions?

Review our [UnitedHealthcare Community Plan of Indiana homepage](#).



## Nurturing mental well-being: Behavioral health

As a UnitedHealthcare Community Plan network health care professional, you can support the mental health of our members by providing them with the behavioral health tools we offer.



## Complementary tools: The Sanvello app

Download the Sanvello app to find information such as advance directives, health care powers of attorney, understanding care options, home safety, pain management, staying connected and living with grief or loss. Topics vary each month.



## Enhanced mental health support

Our UnitedHealthcare Community Plan members are eligible for a **Sanvello app** upgrade at no additional cost. This upgrade provides access to the virtual community, mood tracking tools and helpful guidance to aid in their mental health journey.



## Spreading the message

We urge you to be an advocate for this powerful resource. Please encourage members to explore the possibilities by visiting our **member website**. By accessing this platform, members can unlock the tools they need to improve mental well-being.

## Enhancing care: Incontinence supplies

For patients ages 3 years and older, Hoosier Care Connect offers comprehensive coverage for incontinence supplies, subject to a monthly limit. This coverage includes various incontinence products that provide essential support to patients in need.

### Navigating the process

For members to access incontinence supply coverage, we require you to provide a prescription and **prior authorization**. Our process helps ensure members receive support while maintaining oversight. To simplify the supply process, we have partnered with Diaper King Club.

### How you can support members

Diaper King Club offers temporary supplies to members while we process the prior authorization. This collaboration aims to prevent any disruptions in patient care and help ensure a consistent supply of essential incontinence products.

If your patients include Hoosier Care Connect members who need incontinence supplies, you can contact Diaper King Club directly. Call 317-924-2464 (fax 317-737-2570) to begin the order process. Diaper King Club will offer supplemental supplies and help you begin the prior authorization process directly with us.



## Staying connected: Empowering members with a smartphone

Members can face issues with mobile communication due to unreliable phone plans. We understand the importance of staying connected for effective care, and we are pleased to announce that eligible members can now get smartphones at no additional cost through the Affordable Connectivity program.

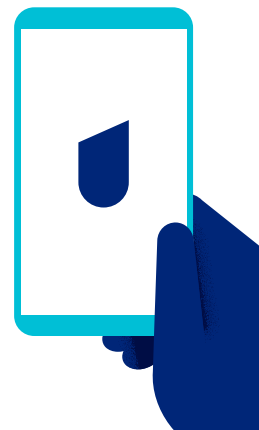
### Enhancing connectivity and access

The Affordable Connectivity program offers 1 smartphone to the Medicaid member or the beneficiary parent/guardian. There is also an option to get a tablet for \$10 per month to improve internet accessibility.

This initiative benefits all Medicaid plans, not just UnitedHealthcare Community Plan members. Its goal is to improve the well-being of our communities and ensure equal access to essential services.




### How you can help

Please refer all your Medicaid members to [MyBenefitPhone](#) to begin the application process.



## The Individual Health Record

The Individual Health Record (IHR) is a technology platform that provides a robust digital record of a person's UnitedHealthcare health care history. IHR takes data from across systems and transforms it into a record that communicates each person's health history and current health status.

|  <b>Information</b>   |  <b>Care</b>   |  <b>Coordination</b>   |
|--|---|---|
| <p>The platform delivers patient information across all patient encounters in the health care delivery system.</p> <ul style="list-style-type: none"> <li>Includes diverse data such as inpatient, outpatient, ambulatory, in-network, out-of-network and reported sources are combined into a single record</li> <li>Gives you access to current and historical diagnoses, visits, medications and tests from physicians outside your practice</li> </ul> | <p>Provides a broader view of your patient's overall health care experience. It benefits care teams in several important ways:</p> <ul style="list-style-type: none"> <li>Making the most of the patient's visit, potentially closing gaps in care</li> <li>Identifying potential admission/readmission risks early, so you can take preventive measures</li> </ul> | <p>Reduces unnecessary or duplicated tests and appointments as all clinical teams work from the same patient information.</p> <ul style="list-style-type: none"> <li>Helps reduce your administrative burden by automating the movement of data</li> <li>Near real-time data is used in the IHR, helping decrease possible test duplication and increase the ability to monitor items, such as medication</li> <li>Get a broader understanding of your patients' overall health care</li> </ul> |

## How do I request access to IHR?

- Go to [UHCprovider.com/newuser](https://UHCprovider.com/newuser)
- Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.
- Contact UnitedHealthcare Web Support at [providertechsupport@uhc.com](mailto:providertechsupport@uhc.com)
- Call **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday



## Whom can I reach out to for questions about IHR?

Call the Dedicated Service Team at **888-761-0346**, 7 a.m.–7 p.m. CT, Monday–Friday. The Dedicated Service Team will research the issue and validate the information.