



# Service coordination

Supporting STAR+PLUS members with  
person-centered care planning

At UnitedHealthcare, we match every STAR+PLUS member with a service coordinator. The service coordinator gets to know the member, their family and caretakers. Knowing what's important to the member is key to building a person-centered care plan.



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## The role of the service coordinator

Our service coordinators are trained health care professionals who assess each member's health care needs, develop health histories and evaluate home environments. They use this information to create, with members' care professionals and caregivers, person-centered care plans that allow members to safely remain at home or in an independent setting.

## The service coordinator

- Explores options for the member to live at home or in other community settings
- Explains to the member the services and resources that will help them remain independent
- Arranges and coordinates care with their primary care provider
- Assists with health, behavioral health and social needs, including scheduling appointments and arranging transportation
- Secures long-term care services, such as personal home care, employment assistance and supported employment
- Helps members find extra support and resources in their community, including access to healthy foods

## Let us know when a member needs more help

Please report to the service coordinator any significant changes in the member's status, including changes to the member's health, living situation, caregiver support or functional status. The service coordinator will review the member's care plan and make necessary revisions.



## We're here to help

To speak with a service coordinator, call **800-349-0550**. For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).

