



Service coordination

Supporting STAR Kids members with person-centered care planning

At UnitedHealthcare, we match every STAR Kids 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.



The role of the service coordinator

Our service coordinators are trained health care professionals who assess a member's health care needs, develop a health history and evaluate the member's home environment. They use this information to create, with the member's care professional(s) and caregiver(s), a person-centered care plan that allows the member 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
- Helps with discharge planning and transitional care

Let us know when a member needs more help

Please report significant changes to the member's service coordinator that will not normally resolve themselves without further intervention. These include changes to the member's health, functional status and caregiver support. The service coordinator will review the current individual service plan and make necessary revisions.



We're here to help

Contact Customer Service at **888-887-9003** if you have questions. To speak with a service coordinator, call **877-352-7798**. Or, go to **UHCprovider.com/networkhelp** to chat with a live advocate 24/7.

