



Service coordination

Helping STAR+PLUS members live in the least restrictive environment

STAR+PLUS members may need many services for them to live safely in their home or in an independent living setting. To help them live as independently as possible, we assign service coordinators to create personalized service plans and secure necessary resources.



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 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 member's care plan and make necessary revisions.



Questions? We're here to help.

Contact Customer Service at **888-887-9003** if you have questions. To speak with a service coordinator, call 800-349-0550. For chat options and contact information, visit UHCprovider.com/networkhelp.

