



205 Park Club Lane
Buffalo, NY 14221

univeracommunityhealth.org

**we can help your patients
with our safety net coverage**



Univera Community Health is a separately licensed HMO that is owned by Univera Healthcare, Kaleida Health, and Erie County Medical Center.

knowing that helping your patients achieve optimal health helps you, too, Univera Community Health offers several free Care Management programs to members in our PlusMed, Family Health Plus and Child Health Plus plans.

our Health Promotion, Case Management, and Disease Management programs can help our members and their families comply with your treatment plans, resulting in improved outcomes.

In addition, our Case Managers can identify community resources and assist members in accessing and coordinating their health care services.

here are just some of the ways we can be of assistance.

health promotion

- Provide preventive health education and reminders.
- Perform Health Risk Assessments and encourage members to engage in activities that increase healthy behaviors.

24/7 nursing line

Available by phone 24 hours a day, 7 days a week, health coaches provide members with information and support across their health care needs, from interpreting symptoms, living with chronic conditions, to weighing the pros and cons of important decisions. Health coaches are specially trained health professionals (such as nurses, respiratory therapists, and dietitians) who provide unbiased, evidence-based health information and support tailored to each patient's condition and learning needs. The health coaching program supports patients in working with their doctors to improve their self-management and make shared decisions.

case and disease management

Case Managers can

- Educate and navigate your patients and their enrolled families through the health care system using a holistic approach.
- Support members with chronic illness including diabetes, coronary artery disease, asthma and depression.
- Connect patients to health care services.
- Refer patients and ease their access to community agencies that will help them comply with your treatment plan.

birth & beyondSM (pregnancy program)

Our Case Managers support members throughout pregnancy and after delivery, assisting them with appointment planning, providing information about the baby's development, offering nutritional advice and answering questions they may have about their pregnancies or their babies. Participating members receive free educational and support materials.



let us help you help your patients.
for more information, contact
our case management staff:

1-800-509-5290

or visit our web site at
univeracommunityhealth.org