



Success Story #1: **Scotty**

About Scotty

Scotty was diagnosed with Schizophrenia and has a history of behavioral problems that led to multiple mental health hospitalizations and admissions into group homes.

Prior to UnitedHealthcare (UHC) Health Plan's support, he was quiet and closed off. Now, Scotty enjoys being outside and active in his community of Houston, Texas.

Outcomes

UHC worked with Scotty's patient team to enroll him in the ECF Choices Program. In this program, the patient gets to feel part of the community. Support coordinators are not caregivers, but rather care-helpers. Scotty is given the tools to succeed to meal prep, clean and manage his apartment and socialize with his roommate. Support coordinators are working with the end goal of getting Scotty employed and into the community.

Since joining the ECF Choices Program, Scotty has come out of his shell and has not had a hospital admission.



Success Story #2: **Anthony**

About Anthony

Anthony was addicted to the pain medications that he was on for 21 years and felt like his addiction was impossible to break, which resulted in moments of homelessness.

Anthony elected to participate in the Housing First Program, a partnership between UHC and New Hope Housing, where he lived in New Hope Housing facilities in Houston, Texas.



I'm grateful, thankful for UHC and the New Hope Housing that has given me the opportunity to be what I am, to excel in life.

Outcomes

When Anthony moved in, UHC stepped in to give him resources, but he was dedicated to putting in the work to use them. Patients receive assistance from UHC and case managers are available around the clock to help support patients.

Anthony has graduated out of the housing program and is currently utilizing a housing voucher and living in permanent housing at New Hope Perry. He is actively engaged in his health and regularly meets with his medical and behavioral health care providers. He also has maintained contact with his service coordinator at UHC who still connects him to services and supports to help him live a healthy life.



Success Story #3: **Ms. Ross**

About Ms. Ross

Ms. Ross is a mother and grandmother who has dealt with various health problems such as obesity, heart disease and housing instability.

Ms. Ross was struggling to provide for her daughters and grandchildren on top of dealing with physical, mental and social health problems. All of this changed when UHC of Texas stepped in to provide support covering more than Ms. Ross' medical needs.

Outcomes

Addressing housing and additional social determinants of health was important to Ms. Ross, and a clinical program consultant at UHC established an interdisciplinary team to address the barriers impacting her and her family's path to good health. This plan included transportation needs, establishing primary care physicians and specialists, and help placing the school-age children into the school system.

Now Ms. Ross is back on her feet and not facing near-homelessness. Her entire family is reaching out to their providers and advocating for their physical and behavioral health. Ms. Ross' case is a great example of how integrated care goes beyond basic physical health to treat the whole person.