

UnitedHealthcare Community Plan of Tennessee Journey Program

Frequently asked questions

What is the Journey Program?

The Journey Program is a bundled UnitedHealthcare Community Plan of Tennessee payment program for total joint replacement (TJR) and bariatric surgery.

Journey Program goals:

- Maximize long-term cost-effectiveness
- Track patient satisfaction
- Provide excellent patient outcomes
- Improve the patient experience for participating members



A Journey Program health care professional will work directly with your patient when services are needed

You can work directly with a Journey Program health care professional when your patient needs their services. However, referrals are not required for UnitedHealthcare Community Plan members to see a specialist.



Participating health care professionals in the Journey Program **Bariatric surgery**

- George Woodman, MD - West Tennessee - **901-869-2000**
- Middle Tennessee Surgical Specialists - Middle Tennessee - **931-528-1992**
- Premier Surgical Associates - East Tennessee - **865-306-5775**

Total joint replacement

- OrthoTennessee - East Tennessee - **865-769-4500**



What are the benefits to my patients?

The care coordination team will be in contact with your patients who are our members throughout their journey. This includes, but is not limited to:

- Program enrollment
- Pre-surgery check-in – 3 days before surgery
- Post-surgery support – 1 to 3 days after surgery
- Monitoring – 365 days after enrolling into the Journey Program

Members will also have access to additional UnitedHealthcare Community Plan benefits to assist them through their journey:

- **Assurance Wireless** – Prepaid cell phone with minutes at no cost to the member. If a member needs a cell phone, the Journey Program care coordinator can help them set up an Assurance Wireless phone through their Medicaid benefit.
- **Lodging** – Provided at no cost to the member the night before surgery and for appointments on an as-needed basis
- **Social and environmental health screening** – Conducted with each member in the Journey Program and provides resources based on the screening results
- **\$25 gift cards** – Sent to the member for each of the 4 milestones they meet through the Journey Program



How does the care coordination team help?

The care coordination team is here to support and guide members as they transition through the Journey Program. Members may benefit from care coordination in the following ways:

- Brings both clinical experience and improved patient care coordination with one-on-one member engagement
- Provides member education on their pre- and post-surgical procedures, protocols and expectations
- Assists with post-discharge plans (e.g., physical therapy, follow-up care)
- Monitors for signs and symptoms of complications
- Collaborates with health care professional/staff with ongoing post-acute plan



What makes the Journey Program different?

A key part of the Journey Program is the MyHealth app. The MyHealth app helps members stay in touch with the care coordination team and keeps their health care journey on track.

By using the MyHealth app, members can:

- Contact their care coordinator
- Keep a calendar with important upcoming appointments
- Complete key milestones
- Complete surveys about their member care experiences

The Journey Program health care professional may assist the member with downloading and registering the MyHealth app on their smartphone before the member leaves their office. The screening is done by scanning the unique QR Code sent to each Journey Program health care professional. The member's MyHealth app information is sent to a reporting dashboard each week so the Journey Program health care professional can review and monitor the member's pre- and post-surgery progress.



Questions?

Email the Journey Program consultant at SE_Government_Programs@uhc.com or call **866-345-0347**.