



# Service coordination

## Helping STAR Kids members live in the least restrictive environment

STAR Kids 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 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 and arranging transportation
- Secures services with long-term services and supports, such as personal home care, employment assistance and supported



### 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](https://UHCprovider.com/networkhelp) to chat with a live advocate 24/7.

### 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.

