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# **Managing Care Innovations for Behavioral Health NYARPS Conference Workshop September 16<sup>th</sup>, 2015**

Joyce B Wale LCSW  
Executive Director Behavioral Health  
UnitedHealth Care Community Plan NY



# UnitedHealthcare Community Plan

## UnitedHealthcare Community Plan (Community Plan)

- Is the largest health benefits company dedicated to providing diversified solutions to states that care for the economically disadvantaged, the medically underserved and those without benefit of employer-funded health care coverage
- Participates in programs in 24 states plus Washington D.C. serving approximately 5 million beneficiaries of acute and long-term care Medicaid plans, the Children's Health Insurance Program (CHIP), Special Needs Plans and other federal and state health care programs
- Health plans and care programs are uniquely designed to address the complex needs of the populations they serve, including the chronically ill, those with disabilities and people with higher risk medical, behavioral and social conditions



## New York Footprint

**UNITEDHEALTH GROUP®**

3.8 Million covered New York members  
510,000 New York Medicaid members

Health Benefits

Health Services



Helping people live healthier lives

New York Employees



Helping to make the health system work better for everyone

1,440 New York Employees

# Our United Culture

**Our mission** is to help people live healthier lives.

**Our role** is to make health care work for everyone.

**Integrity.**  
**Compassion.**  
**Relationships.**  
**Innovation.**  
**Performance.**

Honor commitments  
Never compromise ethics

Walk in the shoes of people we serve  
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence  
in everything we do

# Recovery

## Working Definition of Recovery

**A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.**

## Principles of Recovery

- Person-driven
- Occurs via many pathways
- Holistic
- Supported by peers
- Supported through relationships
- Culturally-based and influenced
- Supported by addressing trauma
- Involves individual, family, and community strengths and responsibility
- Based on respect
- Emerges from hope

## Four major domains that support recovery:

- **Health:** Overcoming or managing one's disease(s) as well as living in a physically and emotionally healthy way
- **Home:** A stable and safe place to live
- **Purpose:** Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income, and resources to participate in society
- **Community:** Relationships and social networks that provide support, friendship, love, and hope

# Resilience

## Definition of Resilience

“The capacity of a system, enterprise, or a person to maintain its core purpose and integrity in the face of dramatically changed circumstance.”

## Good News

- “New research suggests that there are concrete things we can do to bolster resilience”
- “Resilience appears to be a common phenomenon of basic human adaptation systems”
- “Patterns of resilience depend upon habits of the mind that we can cultivate”

*Adapted from: “Resilience: Why Things Bounce Back,” Andrew Zolli & Ann Marie Healy (2012)*

## Facilitators of Resilience

- Trauma informed practices: What happened to you vs. what is wrong with you
- Build optimism, accentuate strengths
- Strong support system, including self-help
- Cultural identity and pride
- Hope
- Creativity and powers of persuasion
- Mindfulness
- Inspire and be inspired



# United Development Priorities

- Crisis Intervention Services
  - Community Support
  - Alternatives to hospitalization
- Peer Services
  - Services provided from those with lived experiences
  - Support Available 24/7

