



## Support for children and their families

Caring for someone with special needs means facing a unique set of health care challenges. The Special Needs Initiative is designed to help reduce stress for your Oxford covered employees by providing caring support to them and their covered family members at no additional cost.

### We support families along their way

The Special Needs Initiative aims to provide a highly personalized, compassionate and comprehensive experience, including:

- A single point of contact
- A holistic approach to serving the entire family
- Access to clinical, administrative and social support
- Coordination with care teams to help ensure appropriate care
- Enrollment guidance to help members avoid unexpected costs
- Quick and responsive issue resolution

**1 in 5 children**

in the U.S. has special health care needs.<sup>1</sup> On average, these families may have:<sup>2</sup>

**7x** as many medical claims

**11x** more denied claims

**7x** more out-of-pocket costs

**23x** more hospital admits



## Advocacy helps deliver faster resolution

Callers are automatically routed to a care advisor who provides:

- Proactive guidance
- Compassionate service
- A streamlined experience

### Caring, personal support—it's all part of the plan

Special Needs Initiative is included in your employees' health plan at no additional cost.



### Making a difference with personalized support

**\$1,500**

medical costs saved  
per child per year<sup>3</sup>

**94%**

member satisfaction<sup>3</sup>

**86%**

same call issue resolution<sup>3</sup>

[Learn more](#)

Contact your broker or Oxford representative

**United  
Healthcare  
Oxford**

<sup>1</sup>Health Resources and Services Administration, Children and Youth with Special Healthcare Needs in Emergencies. [mchb.hrsa.gov/sites/default/files/mchb/programs-impact/nsch-data-brief-children-youth-special-health-care-needs.pdf](https://mchb.hrsa.gov/sites/default/files/mchb/programs-impact/nsch-data-brief-children-youth-special-health-care-needs.pdf). June, 2022.

<sup>2</sup>UnitedHealthcare employer book of business, comparing non-eligible families with eligible families, September 2020 through August 2021 data, analysis completed December 2021.

<sup>3</sup>2022 C3 and SNI Product Dashboard.

Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (CT), Inc. and Oxford Health Plans (NJ), Inc.