



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 from UnitedHealthcare is designed to help reduce stress for your employees by providing caring support to them and their families.

We support families along their way

The Special Needs Initiative provides 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 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.¹
On average, these families may have:²



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.

Personalized support makes a difference

2.2M

total issues closed³

93%

member satisfaction³

82%

personalized care opportunities accepted⁴

Learn more

Contact your UnitedHealthcare representative or visit uhc.com/advocacy

United
Healthcare®

¹Health 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-youthspecial-health-care-needs.pdf. June 2022.

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

³C3 and SNI Product Dashboard. Results reflect performance since program inception.

⁴C3 and SNI Product Dashboard 2024 performance.

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