

How The Unite Us Platform Supports Effective Care Coordination: **A Technical Overview**

Powering Social Care Infrastructure Across Communities

Secure information exchange across sectors is what drives the delivery of whole-person care. Unite Us works with government, healthcare, community-based organizations, and information exchange partners nationwide to build the social care infrastructure of today and advance the policies, workflows, and best practices of tomorrow.



- **Meet Clients and Caregivers Where They Are.** Flexible solutions allow care teams to provide the best-fit resources – no matter where people are in their care journey.
- **Efficiently Utilize Screening Data.** Built-in screening tools (including PRAPARE, HealthLeads, and CMS AHC) match needs with trusted, available organizations.
- **Designed to Integrate.** Alignment with national data standards ensures interoperability between systems – leading to fewer clicks and better visibility into outcomes.
- **Focused on Privacy and Security.** Client privacy and consent lies at the heart of everything we do.

Supporting National Data Standards to Transform Care and Improve Outcomes

- Unite Us supports the collection of standardized social care data in alignment with the United States Core Data for Interoperability (**USCDI**), data exchange via **HL7/FHIR** for patients' clinical information, **ASC X12 837** file format for claims data, and the **Human Service Data Specifications (HSDS)** for resource information.
- Our API library supports standards-based data exchange to integrate social care coordination data into industry-required systems of record, ensuring they have the **right information in the right place at the right time** to perform meaningful care coordination.
- Our Enterprise Master Person Index (**EMPI**) reflects a **longitudinal care journey** and allows for secure information exchange across organizations who are serving shared patients and clients. This supports trauma-informed care delivery while allowing for **robust analysis of impact**.

Enabling Systems Interoperability and Data Integrations to Improve Access to Care

- The Platform integrates with **EHR systems** such as Epic and Cerner, **care management systems** such as Virtual Health, and **population health management systems** such as ZeOmega and Azara. Additional integrations include **case management systems commonly used by community-based organizations**, such as Salesforce.
- The Platform provides **data integrations** with various partners including systems owned by state agencies, MCOs, HIEs, and with the United Way's National Data Platform.

Our Commitment to Privacy and Security



- The Unite Us Platform facilitates secure data exchange, and is **HIPAA compliant, HITRUST, SOC 2, and NIST certified**.
- **Consent is always required and documented.** Individuals can revoke their consent at any time.
- **Permission-based access controls** enable granular access restrictions to information.
- **Sensitive information** (e.g. SUD treatment information) is subject to heightened restrictions

“A closed-loop referral platform that offers a seamless, comprehensive, easy-to-use user interface is vital for efficiency in service delivery from a community perspective. Keeping the member’s whole-person care and well-being in the center of focus has driven our commitment and leadership every step of the way.”

– Samaritan Health Plans Oregon

Technology Built for the Future of Health

The Unite Us Platform meets the requirements of today while serving as the industry standard of tomorrow. We have the **most comprehensive set of structured SDoH data fields** in the industry, capturing elements that meet and go above and beyond USCDI and HL7. Better, richer data means deeper insights and smarter population health and network impact analyses.

We also proudly partner with the leading industry groups driving national interoperability and secure social care data exchange standards, including **The Gravity Project, The Sync for Social Needs Coalition, and SHIFT.**



Learn more at UniteUs.com.