



## FAQ for Network Partners

### **What is Unite Us?**

Founded in 2013, Unite Us is a technology company that builds coordinated care networks of health and human service providers to address all determinants of health. What was originally created to serve veterans has grown into a national movement to connect everyone to the care they need. Unite Us' intuitive platform supports meaningful collaboration, community-wide care coordination, and secure, bidirectional data sharing. In addition, our comprehensive network-building and change management process creates value for network partners with a focus on increasing public access to services and empowering people in the community to take ownership of their own health. Unite Us recognizes that medical care alone does not equate to wellness; people don't live in hospitals, they live in communities.

### **What does the software do?**

Our platform aligns everyone who delivers care in one standardized ecosystem. It facilitates simple, secure, electronic referrals between health and social care providers and integrates with their existing tools. So much more than a resource directory, the technology also enables real-time, actionable metrics on individuals, outcomes, and provider performance, enabling partners to proactively address the complex needs of the most vulnerable populations across the country. The platform gives all partners visibility into a person's care journey, even after that person leaves their organization, allowing partners to simultaneously serve people across a range of service types. Our solution streamlines workflows and makes our partners' jobs easier; our platform gives users the ability to serve those in need – smarter, faster, and better – ultimately leading to improved health outcomes.

### **Do I have to log into this system every day?**

This depends on your organization and how you serve the community. Unite Us will automatically send you email notifications to keep you informed and prompt you to log into the software when something needs your attention. You can utilize the system as much as you want.

### **How do people seeking services enter the network?**

The Unite Us network allows for a “no wrong door” approach to connect people with the services they need. A person can enter a network through walk-ins, phone calls, submitting a website form, or a digital referral from another provider via Unite Us. This means that people can get the assistance they need quickly, easily, and through any one of many possible entry points. This saves everyone time, increases efficiency, and allows a network to help more people, no matter their communication preference.

### **Who works with Unite Us?**

Unite Us works with public, private and nonprofit organizations, government agencies, social service and health institutions, and businesses that address holistic coordinated care and deliver health, human, and social services.

- **Organization:** A network organization is a partner (social service agency, healthcare provider, local or state government agency, etc.) that works directly with community members to provide services. Organizations can participate to send referrals, receive referrals, or both; in order to engage in the network, organizations just need to identify at least one program that will participate (employment services, housing, legal services, public benefits navigation, primary care, etc.), and the staff (users) associated with those programs who should have access to the network.
- **Network:** A network is a collective, curated group of trusted community partners (organizations) on a common platform (Unite Us).
- **Coordination Center:** A Coordination Center is a local network partner that helps ensure smooth network operations and maintain a standard of high-

quality referrals through operational oversight. Coordination Center users log in to Unite Us daily in order to facilitate referrals between partners (when requested), monitor network referrals, and follow up with partners when necessary to keep partners accountable for timely network actions. The team at the Coordination Center has a deep understanding of the eligibility requirements and services provided by each of the organizations participating in a network. There may be one or more network partners working as a Coordination Center within a given region.

### **Is the Unite Us system secure?**

Yes, the Unite Us platform is HIPAA, FERPA and SOC 2 Type 2 compliant, addressing the necessary criteria to ensure the safety and security of the information that flows throughout the system. Unite Us takes Personally Identifiable Information (PII) and Protected Health Information (PHI) very seriously. We encrypt and secure all data in our platform, in-transit and at rest. We have implemented internal and external privacy and security policies adhering to HIPAA guidelines, and we work with third-party consultants to regularly review our administrative, physical, and technical safeguards. In accordance with HIPAA guidelines, we undergo an annual Risk Assessment and Penetration Testing. Additionally, we sign Business Associate Agreements (BAAs) with providers in our networks that provide health-related services and are considered a Covered Entity under HIPAA, as well as any applicable workforce member (Amazon Web Services, Google, etc).

*Below is a brief overview of how Unite Us covers the security rule safeguards:*

1. **Technical** - Information is encrypted in-transit and at rest and is stored on leading Type II SAS Servers via Amazon Web Services.
2. **Physical** - Physical access at Unite Us is controlled by using person-specific keycards, video surveillance, and locks.
3. **Administrative** - Internally at Unite Us, each team member receives training on HIPAA Security Awareness and are only allotted pre-determined access to the system per their job description. Additionally, Unite Us has numerous privacy and security policies and procedures in place to mitigate potential risks.

## **How does the Unite Us software help improve an organization's workforce and overall efficiency?**

Using the software improves an organization or case manager's workflow by automating manual processes - no longer needing to manually connect or search for organizations to fulfill a person's request for assistance that is outside of their organization's capacity. This allows case managers, intake specialists, and social workers to provide wrap-around services to people by leveraging the web of community organizations that exists within the curated network. This removes the possibility of requests and people "falling through the cracks."

Organizations and networks can:

- Track people's entire health journeys; insight into cases, ability to add case notes and documents associated with each unique person.
- Close the loop on referrals with transparency and insights into service outcomes; with the ability to filter by service type and/or organization.
- Enable data-driven decision-making and identify gaps in service delivery across the community.
- Make and receive secure, real-time referrals.

## **Is this going to be a time drain?**

No. You're already doing this work; our software streamlines the referrals you send to and receive from your network partners, while giving you more time to help people! Rather than making phone calls, sending emails, and spending time flipping through a rolodex, you can use our software to create referrals instantly. The trusted partners in your community have already been added to our platform and are ready to receive your referrals. Additionally, the referrals you receive will be comprehensive and complete. You will receive information about individuals and the services they need once you accept the referral.

## **How does Unite Us verify/vet service providers that join a network?**

Any organization that provides a direct service can request to join a network. All approved providers are held to network standards to ensure that referrals are

being acted on within a predetermined time frame. Approved providers undergo registration, approvals, and software training.

### **What are the benefits of using Unite Us?**

- A web-based application that's accessible from any device (PC, laptop, or mobile), so no downloads necessary
- Configurable, centralized, and standardized data intake screenings and assessments
- Secure logins for each network partner with configurable access and permission settings at the organization and user levels
- In-person and webinar training prior to network launch, ongoing webinar training, reference materials, and a learning hub available to all network partners
- Real-time data exports and reports including individual demographics, military history, and needs assessments that highlight trends and show the impact of outcomes within the community to inform funding
- Data analysis services to help network partners understand their community's needs so they can better serve each person and population

### **Is the software accessible to those with disabilities? Is it ADA compliant? Is it 508 compliant?**

Unite Us is Rule 508 Compliant and uses a variety of self-assessment screenings to ensure access for people with physical, sensory, or cognitive disabilities.

The Unite Us Product team is focused on standardizing the way we approach and check for accessibility, including testing for WCAP 2.0 compliance when updates are made to the platform's interface.

### **How do I contact Unite Us?**

- Chat live on the Unite Us platform via the chat bubble on the bottom right corner and connect directly with the Unite Us Support Team.
- Reach out directly at [www.uniteus.com/contact](http://www.uniteus.com/contact).
- Send us an email at [support@uniteus.com](mailto:support@uniteus.com).