

12: Special Needs Unit (SNU)

12.1 General Information

Unison's Special Needs Unit (SNU) is a department that will work with you to support members who present with a serious and complex condition, disability, or other special need or issue that complicates the health care that you are trying to provide.

The Special Needs Unit (SNU) typically works with the following members:

- Members who upon enrollment have identified the existence of a special need
- Members referred from other Unison Health Plan departments
- Children with Special Health Care Needs (CSHCN)
 - Children age 17 or under who are pregnant
 - Children under age 21 with:
 - Asthma
 - HIV/AIDS
 - A letter of approval from the Bureau of Children with Medical Handicaps (BCMh)
 - Supplemental Security Income (SSI) for a health-related reason
 - A chronic physical, emotional or mental condition requiring treatment or counseling
- Members who potentially have difficulty accessing the benefits available to them
 - Members seeking specialists as PCP
 - Members with complex social/environmental needs
 - Members with transportation needs
 - Members over/under utilizing benefits
 - Members at risk of being removed from PCP rosters
 - Members with complex health care needs that need assistance with follow-through, making decisions and care coordination
 - Members that demonstrate a pattern of behavior that indicates that additional services (social, behavioral health or community) may be useful

The SNU is equipped with the multidisciplinary competencies and community linkages that are necessary to work with members presenting with both **short-term issues** and **long-term chronic situations**. **The SNU's goal is to assist the member in preventing or overcoming the issues or situations that may interfere with satisfactory primary care outcomes.**