

# Provider Resource Guide: Special Needs Unit

Jefferson Health Plans' Special Needs Unit (SNU) collaborates with providers to help your patients and our members get the healthcare services they need. Our SNU team can help arrange follow-up care after a hospital stay, coordinate outpatient and home care, connect patients to community-based social services and more.

## SNU Referrals

Care Coordinators provide case management services for members with special needs. Patients are most often referred to SNU care coordinators for connection to:

- [Medically tailored meals through MANNA](#)
- Behavioral health resources and providers
- Assistance with members with complex care management needs
- Adult care for transitioning pediatric patients
- Long term residential care or inpatient care
- Shift care nursing or medical daycare resources
- Community-based social care and advocacy agencies
- Specialized services for patients with physical or intellectual needs

SNU staff also assesses member needs and coordinates a variety of services and community programs, including but not limited to:

- Assistance in selecting a PCP and/or other specialty care providers when required
- Assistance in scheduling appointments and transportation services
- Discharge planning from hospitals and skilled nursing facilities
- Coordination of follow-up care after a hospital stay or emergency room visit
- HIV/AIDS case management
- Referrals and application assistance for waiver programs

## Referral Process

SNU referrals are accepted from many sources, including PCPs, specialists, community and hospital social workers, discharge planners and members.

After submitting a referral, you can expect a SNU care coordinator to reach out to the designated provider contact to discuss an individualized plan of action for the ongoing care of the referred patient.

**Referrals can be sent via phone, email or fax.**



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