



## PRESS RELEASE

### **Northern Rivers Family of Services Expands Healthcare Program with Access to Telehealth Provider UCM Digital Health**

Capital Region adult and children's human services organization partners with NY-based digital medical provider to bring telemedicine and healthcare technology to clients

**Albany, NY. (March X, 2021)** – [Northern Rivers Family of Services](#) announces the addition of [UCM Digital Health's](#) telemedicine to the healthcare services it offers through its healthcare management program. This program will provide more than 1,300 of Northern Rivers' clients 24/7 access to a team of emergency medical providers through a virtual connection for urgent, emergency or basic primary care services including diagnosis, treatment plans, prescriptions, orders for labs/imaging and referrals for in-person care.

"This telemedicine program is a game changer for our patients at Northern Rivers," said William T. Gettman, Jr., CEO of Northern Rivers. "Our clients face many hurdles, and accessing healthcare is often an issue due to limitations in transportation, cost, childcare limitations, and other health-related reasons. Every child and family deserves quality medical care when they need it most."

Northern Rivers provides comprehensive Care Management services to Medicaid participants across 23 counties who are enrolled in a New York State Health Home. These services are free, voluntary, and specially designed to assist and provide personalized support to children, adults, and families managing chronic and/or acute medical and behavioral health concerns.

"Our mission is to provide a single place to provide the first step in care to patients when and wherever they need it most, no matter their circumstances," said Keith Algozzine, CEO and co-founder of UCM Digital Health. "Working with health plans and community partners like Northern Rivers to provide needed care to their clients, is meaningful to our team at UCM." Northern Rivers patients and caretakers can access the UCM Digital Health platform via a phone call or the mobile app – called Sam – to be connected virtually with UCM Digital Health's medical team.

UCM's team of care coordinators and emergency medical providers treat, triage and navigate any health concern and through the virtual connection, instantly engaging the patients and directing them to the right care. Referrals and appointments for follow-up care can be made through Sam, as well as prescriptions, labs and other in-person care.

This program provides access, quality and convenience, but will also save money for health plans and patients by helping reduce overutilization of the emergency room and urgent cares. Gettman described some of the situations in which Northern Rivers' patients would benefit from the convenience of telemedicine, including:

- A single mother of nine special needs children lives in an urban area. Transportation and childcare are her barriers to services as she struggles with transporting the children to numerous appointments each week. Having UCM's services means this single mother doesn't have to transfer on three buses to reach the doctor's office for routine visits.
- A single dad raising his teenage daughter who struggles with suicide ideation and attempts. Dad works hard to access emergency mental health services, hospitalizations, and crisis respite beds, but they live in a rural location far from hospitals and care facilities. He needs a more immediate medical resource to help manage and treat his daughter. UCM's services eliminate a 45-minute drive each way to a provider office, meaning Dad doesn't have to take as much time off work.
- A grandmother who is raising her teenage grandson, but resides in a red zone of urban community violence and has concerns for safety when venturing out. The grandmother works to maintain her grandson's physical and mental health needs, as well as keeping her grandson safe from gang and drug activity. Having a telemedicine solution means less worry about going to unsafe areas. Access to UCM means that help is a phone call or video chat away, easily conducted from the safety of their home.
- Adoptive parents with four special needs siblings, with challenges related to mental health, physical health and developmental delays due to their fetal alcohol and trauma histories. Coordinating care for four young children used to mean full days on the road, shuttling from medical office to medical office. Now, with UCM, this family can spend more time getting care and less time in the car.

Additionally, UCM Digital Health serves as a trusted source for health information. UCM Digital Health is the only telehealth platform that integrates [UpToDate](#), and [Emmi](#) content from Wolters Kluwer – trusted industry-wide for its evidence-based, continuously updated clinical content that helps to reduce care variability and actively engage patients in their health.

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### **About Northern Rivers Family of Services:**

Founded where the Mohawk and Hudson meet, like the rivers that shaped our region, Northern Rivers Family of Services empowers children, adults, and families to change their lives and build stronger communities. Comprised of parent company Northern Rivers and member

agencies Northeast Parent & Child Society, Parsons Child; Family Center, and Unlimited Potential, we are a family of human services agencies providing help and hope to those who struggle with abuse, neglect, trauma, mental health challenges, educational difficulties, career training and employment, and service navigation through an innovative continuum of home-, clinic-, school-, community- based, vocational rehabilitation, supported employment, and senior-supporting programs that provide person-centered, trauma-informed innovative solutions to ensure clients live their best lives. Our quality of care, dedication to best practices, vast knowledge and experience and passion for our work make us a leading human services provider. Informed by our 190-year heritage, our 1,400-strong workforce provides services for 18,000 children, adults, and families throughout 41 counties in New York state. For more information, call 518.426.2600 or visit [www.northernrivers.org](http://www.northernrivers.org)

### **About UCM Digital Health**

UCM Digital Health is a telehealth solution that delivers an end-to-end healthcare offering that combines a digital front door platform with a 24/7 telehealth treat, triage and navigation service – designed to lower costs, improve outcomes and provide a better patient experience. UCM Digital Health brings together clinical expertise, advanced technology and compassionate care to offer powerful advantages for insurers, brokers, employers, patients and providers. UCM Digital Health partners with insurers, employers, patients, providers, technology solutions companies – covering every corner of the healthcare ecosystem to deliver a complete, trusted, technology-based healthcare solution. UCM Digital Health's unique combination of digital front door platform plus emergency medicine triage and navigation expertise allows all care to begin digitally in one place. Located in Troy, New York, UCM Digital Health was founded by nurse practitioner Keith Algozzine, PA-C, and emergency medical physician Michael Bibighaus, M.D., in an effort to combine healthcare and technology who continue to run the operations of the company. [www.ucmdigitalhealth.com](http://www.ucmdigitalhealth.com)

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