

# UnitedHealthcare Social Determinants of Health (SDoH) Protocol

## Improving the Lives of the Members We Serve

- Health care professionals can help patients overcome SDoH barriers by gaining a better understanding of the scope of factors influencing the treatment process.
- Using codes associated with these conditions allow health care professionals and UnitedHealthcare to collect data and identify solutions that more closely align with patients' needs.

## Driving Change With Health Inequities

### Investigate

- Conduct research and develop tools to measure disparities
- Surface differences in health where there should be none
- Pinpoint areas of inequity and disparities in need of solutions

### Illuminate

- Recognize high-performing community-based organizations, vendor partners, technical platforms and thought leaders who have narrowed and eliminated disparities
- Learn from best practices
- Prioritize what can have an impact

### Elevate

- Disseminate our consumer understandings through strategic communications and partnerships
- Implement, validate, and scale broadly data-driven, evidence-based solutions
- Work with policymakers to integrate lasting solutions and dismantle policies and practices that create harm or bias
- Influence and hold accountable care delivery systems and policymakers to eliminate the pervasive effects of racism

## Call to Action

- As a result of this protocol, you are strongly encouraged to routinely screen, document and submit the appropriate ICD-10 code(s) when a patient is impacted by SDoH.
- We encourage you to remain current on using SDoH ICD-10 codes, as they may be updated.

## Starting Oct. 1, 2020

We strongly encourage documenting Social Determinants of Health (SDoH) using ICD-10 diagnostic code(s) (or successor diagnostic codes) in the member's medical record.

Unless prohibited by federal or state law, this protocol applies to all UnitedHealthcare's members, including UnitedHealthcare Medicare Advantage, Medicaid and Individual Group Market plans.

SDoH are non-clinical societal and environmental conditions, such as lack of access to adequate food and health care, housing, transportation and education, along with unsafe environment, lack of adequate social support, employment and behavioral stability support that prevent individuals from accessing health care they need.

## Read the Full UnitedHealthcare Protocol

You can find the full Social Determinants of Health Protocol at [UHCprovider.com](https://www.uhcprovider.com) > Policies and Protocols. Under Additional Resources choose Protocols > Social Determinants of Health Protocol.

### Coding guidelines; including, but not limited to:

Z55 Problems related to education and literacy (excludes disorders of psychological development F80–F89)

- Z55.0 Illiteracy and low-level literacy
- Z55.1 Schooling unavailable and unattainable
- Z55.2 Failed examinations
- Z55.3 Underachievement in school
- Z55.4 Educational maladjustment and discord w/teachers and classmates
- Z55.8 Other problems related to education and literacy (inadequate teaching)
- Z55.9 Problem related to education and literacy, unspecified

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Z56 Problems related to employment and unemployment (excludes occupational exposure to risk factors Z57.- and problems related to housing and economic circumstances (Z59.-)

- Z56.0 Unemployment, unspecified
- Z56.1 Change of job
- Z56.2 Threat of job loss
- Z56.3 Stressful work situation
- Z56.4 Discord with boss and workmates
- Z56.5 Uncongenial work (difficult conditions at work)
- Z56.6 Other physical and mental strain related to work
- Z56.7 Other and unspecified problems related to employment

Z59 Problems related to housing and economic circumstances (excludes inadequate drinking water supply Z58.6)

- Z59.0 Homelessness
- Z59.1 Inadequate housing (lack of heating, restriction of space, technical defects in home preventing adequate care, unsatisfactory surroundings. Excludes problems related to physical environment Z58.-)

- Z59.2 Discord with neighbors, lodgers and landlord
- Z59.3 Problems related to living in a residential institution (boarding school resident. Excludes institutional upbringing Z62.2)
- Z59.4 Lack of adequate food (excludes effects of hunger T73.0, inappropriate diet or eating habits Z72.4, and malnutrition E40-E46)
- Z59.5 Extreme poverty
- Z59.6 Low income
- Z59.7 Insufficient social insurance and welfare support
- Z59.8 Other problems related to housing and economic circumstances (foreclosure on loan, isolated dwelling or problems with creditors)
- Z59.9 Problems related to housing and economic circumstances, unspecified