

# UnitedHealthcare Social Determinants of Health (SDoH) Protocol



Starting Oct. 1, 2020, we strongly encourage you to document 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 of 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.

## Working Together

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

## 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

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