Strategic Community Partnerships

Sheila Shapiro,
Senior Vice President
National Strategic Strategic Partnerships
UnitedHealth Group employs thousands of clinical professionals

- 310,000 Employees
- 85,000 Clinical Professionals
- 23,000+ Nurses
- 120+ Roles

NATIONAL NETWORK OF MORE THAN

1.3 million physicians & healthcare professionals
6,000 Hospitals
46.4 million served through three lines of business
OUR COMMITMENT TO
SOCIAL DETERMINANTS
OF HEALTH
Our Hypothesis

By building an infrastructure around social determinants of health, we can...

- Redefine health to consider the whole person – not just medical care
- Remove barriers that limit access to care and address health disparities
- Improve overall health and well being of all vulnerable populations
80% of health and wellbeing is tied to social and economic factors, physical environment and health behaviors

85% of physicians report that unmet social needs lead to poorer health outcomes

19 states require Medicaid managed care plans to screen for and/or provide referrals for social needs

20% of physicians are confident in their ability to address unmet social needs

20% of health outcomes can be directly attributed to clinical care

91% of Medicaid plans report activities to address social determinants of health

Robert Wood Johnson Foundation, County Health Rankings, "Relationships between Determinant Factors and Health Outcomes"

Kaiser Family Foundation, "Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity"

Robert Wood Johnson Foundation, "Health Care's Blind Side"
Driving Innovation & Transformation across the Industry

Recognized for incorporating social determinants into clinician workflow to improve care management and enhance health

The 2019 Innovator Awards Third-Place Winning Team: UnitedHealthcare

Leaders at UnitedHealthcare have implemented a program that incorporates social determinants of health data into clinician workflow processes in order to improve care management and enhance plan members' health.

By Mark Kessel — March 26, 2019

What does it mean to rethink a long-held paradigm? In the case of leaders from UnitedHealthcare (UHC), it means a lot of thought, a lot of planning, and a lot of work. But unlocking the potential in truly harnessing social determinants of health data to support
UnitedHealthcare’s SDoH Infrastructure

How it Works

Turning disparate data into actionable information to support our members’ social determinants of health.

Data Standardization

UHC Customer Advocates

API

Clinical Profile

Transportation Vendors

Social Referral Sources

Network Provider Profile

New! CDC-10 Diagnosis Code Set Categories

- Counseling
- Economic Stability
- Education
- Employment
- Health/Health Care
- Personal Care
- Social/Caregiver
- Social/Community

Reporting, Analysis and Clinical Outcomes:

- Identification data
- Referral data
- Fulfillment data

Member

Clinician

Physician

Clinic

Various Data Sources

- Clinical Systems
- Claims Data
- Provider Information
- Patient History
- Social Determinants

Value to Member – Imputed Market Price (IMP™)
Supporting the Industry:

1. **ICD-10 Code Expansion**
2. **Coding Adoption**
3. **Referrals and social valuation** to Address Social Determinants

### 1. Our proposal to add 23 new codes to the ICD-10-CM code set.

#### Strong Support from Industry Partners

- **AMA**
- **NCQA**
- **AHCCCS**
- **National Association of Community Health Centers**

#### ICD-10 Committee Timeline

- **April/May 2019**: Two-month comment period
- **TBD 2019**: Committee decision, next steps
- **April 2020**: If approved, new codes available for adoption and use

Read the news release announcing the AMA collaboration [here](#).

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February 18, 2018: ICD-10-CM Cooperating Parties approved and the AHA Coding Clinic published advice that *allows* the reporting of codes from categories Z55-Z65, based on information documented by *all clinicians* involved in the care of the patient.

United Healthcare has also requested that self-reported member SDoH data be allowed as documentation.

**A call to action for nurses to:**

- Support the use of self-reported data
- Document known Social Determinants of Health
- Communicate this change to your organizations and to your billing staff

*clinicians have been broadly defined according to the AHA*
Supporting the Industry:

1. ICD-10 Code Expansion
2. Coding Adoption
3. Referrals and social valuation to Address Social Determinants

**2.4M**
Medicare Advantage beneficiaries self-identified social barriers to care collected

**700K+** referrals provided for over **540K** individuals

**$250+M**
value of critically important social services provided
What all of us can do - Together

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