



Strategic Community Partnerships

Sheila Shapiro,
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National Strategic Partnerships

UnitedHealth Group employs thousands of clinical professionals



310,000
Employees



85,000
Clinical Professionals



23,000+
Nurses



120+
Roles



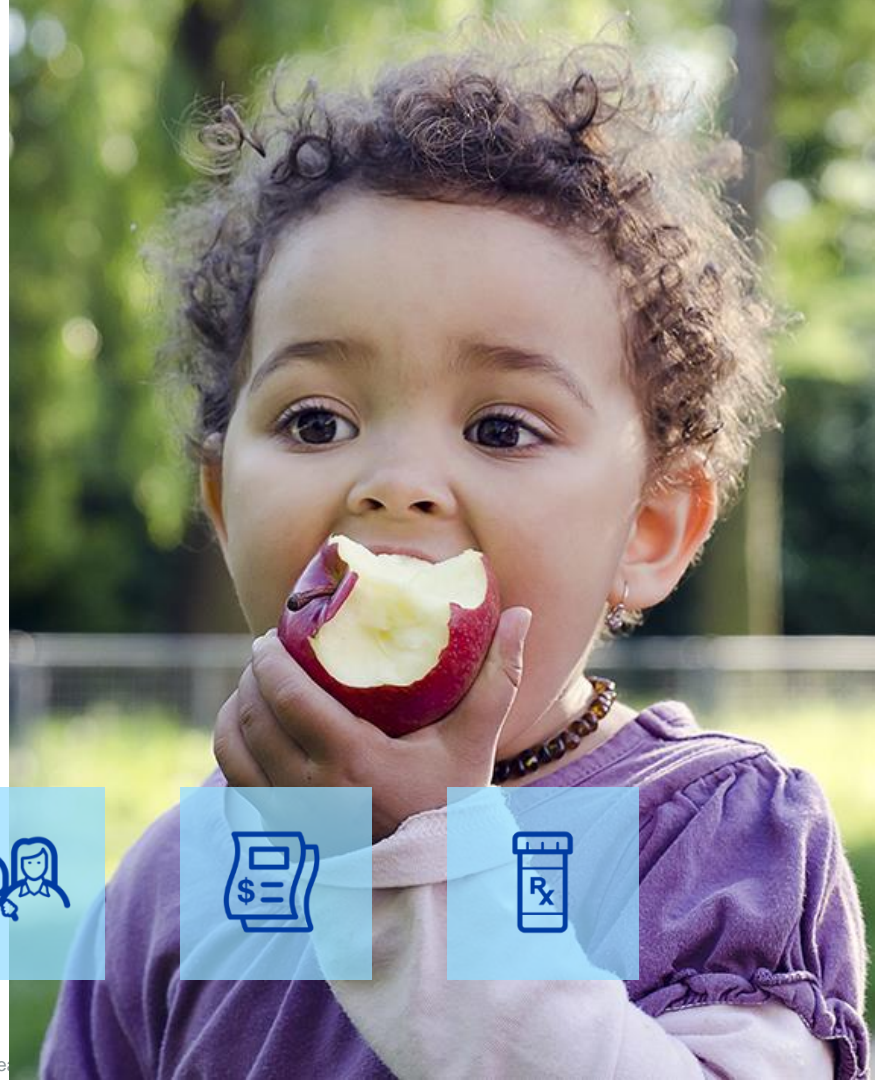
NATIONAL NETWORK OF MORE THAN

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

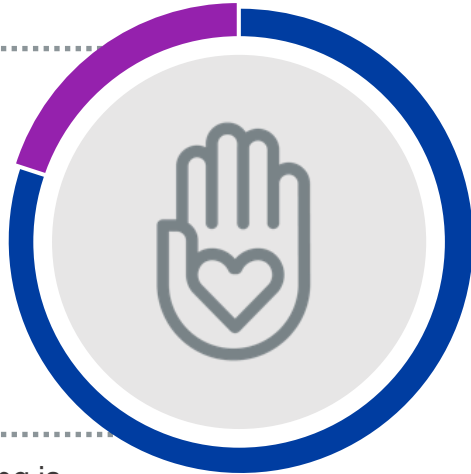
Social Determinants of Health by the numbers

20%

of health outcomes can be directly attributed to clinical care¹

80%

of health and wellbeing is tied to social and economic factors, physical environment and health behaviors¹



91%

of Medicaid plans report activities to address social determinants of health²

19

states require Medicaid managed care plans to screen for and/or provide referrals for social needs²

85%

of physicians report that unmet social needs lead to poorer health outcomes³

20%

of physicians are confident in their ability to address unmet social needs³

¹ Robert Wood Johnson Foundation, [County Health Rankings](#), "Relationships between Determinant Factors and Health Outcomes"

² Kaiser Family Foundation, ["Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity"](#)

³ Robert Wood Johnson Foundation, ["Health Care's Blind Side"](#)

Driving Innovation & Transformation across the Industry


**healthcare
innovation**
PEOPLE. PROCESS. TECHNOLOGY TRANSFORMATION.

The 2019 Innovator Awards Third-Place Winning Team: UnitedHealthcare

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

BY MARK HAGLAND — MARCH 26, 2019

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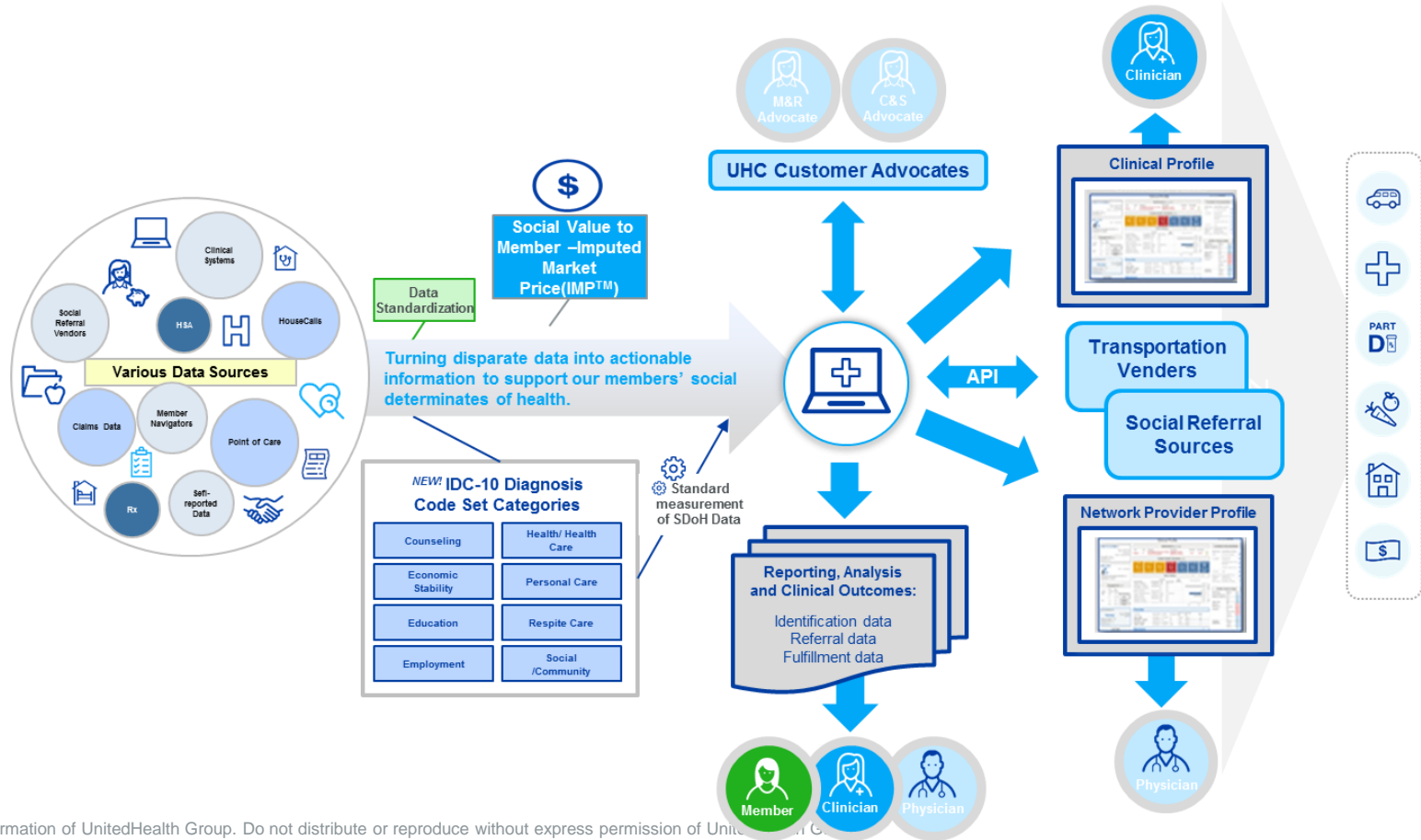


[VIEW GALLERY](#)

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

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

UnitedHealthcare's SDoH Infrastructure How it Works



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



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](#)

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

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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