

# UnitedHealthcare Social Drivers of Health (SDoH) Protocol

## Improving the lives of the members we serve

Tools and resources helpful in addressing SDoH are available at [UHCprovider.com](#) > Resource Library > Patient Health and Safety > Social Drivers of Health

- Studies estimate that social drivers of health (SDoH) have a bigger influence on health than clinical care, finding 60% of a person's health is driven by social, behavioral and environmental factors like their education, income and race/ethnicity
- Health care professionals can help patients overcome SDoH barriers by gaining a better understanding of the scope of factors influencing the treatment process

## The value of using Z codes

Screening patients raises awareness of member specific SDoH needs. Through the use and documentation of ICD-10 Z codes, UnitedHealthcare can closely align with patients' needs and develop innovative solutions.

The UnitedHealthcare SDoH Protocol strongly encourages providers to document SDoH by 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 (Exchange) 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.

## Common codes for reporting SDoH

### ICD-10

- Z55 - Z65: Should also be reported as part of an office visit using (E/M) codes
- Entire list of ICD-10 codes is at [UHCprovider.com](#) > Resource Library > Patient Health and Safety > [Social Drivers of Health](#)

### CPT®

- SDoH should be reported as part of an office visit using (E/M) codes such as 99204/99214 (Moderate Complexity) and 99205/99215 (High Complexity)
- 96160: Administration of patient-focused health risk assessment instrument (e.g., health hazard appraisal)
- 96161: Administration of caregiver-focused health risk assessment instrument (e.g., depression inventory) for the benefit of the patient

## Read the full UnitedHealthcare Protocol

Reference the full UnitedHealthcare SDoH Protocol as well as our self-paced training, tools and SDoH resources for more information.

We encourage all health care professionals to remain current on SDoH ICD-10 codes, as they may be updated from time to time through expansion efforts supported by the Gravity Project.

<sup>1</sup> Schroeder, SA. NEJM 2007; 357: 1221-1228.

# UnitedHealthcare Social Drivers of Health (SDoH) Protocol (cont.)



## Calls to action

- Routinely screen, document and submit the appropriate ICD-10 code(s) when a patient is impacted by SDoH
- If you're not sure which screening tool to use, the **PRAPARE Screening Tool** is nationally recognized and can be used for reference
- Focus on 3 key domains:
  - Food insecurity: Z59.41
  - Transportation insecurity: Z59.82
  - Housing instability: Z59.8

<sup>1</sup>Schroeder, SA. NEJM 2007; 357: 1221-1228.