

Social Determinants of Health (SDOH)

Improving Patient Outcomes by Identifying and Addressing Social Needs



A patient's housing, food, and safety needs can create barriers blocking quality care and can contribute to poor health.

WellCare wants to partner with you to address social determinants of health needs in the Commonwealth. Together we can identify and address social barriers and improve the health of our enrollees.



How can these needs be identified?

You should include supplemental ICD-10 Z codes in the patient's diagnosis section on a claim form. By identifying any barriers, enrollees can be referred to community resources.



How can WellCare help?

WellCare can connect your patients to community resources that help meet their social needs. Our toll-free Care Management referral number is **1-866-635-7045 (TTY 711)**. We are here for you Monday-Friday from 7 a.m. - 7 p.m. Eastern Time.

Our toll-free Community Connections Help Line is **1-866-775-2192**. A Peer Coach can help enrollees with:

- ✓ Housing or living conditions
- ✓ Food assistance
- ✓ Transportation issues
- ✓ Unsafe situations or domestic violence
- ✓ Financial assistance (utilities, rent)
- ✓ Affordable childcare
- ✓ Job/education assistance
- ✓ Family supplies – diapers, formula, cribs and more

**Quality care is a team effort.
Thank you for playing a starring role!**





How can you help WellCare assist your patients?

- Provide them with WellCare's Community Help Line number.
- Include ICD-10 Z codes on your claim (*included here as a reference for you*).
 - Z55.0 – Z55.9 Problems related to education and literacy
 - Z56.0 – Z56.9 Problems related to employment and unemployment
 - Z57.0 – Z57.9 Occupational exposure to risk factors
 - Z59.0 – Z59.9 Problems related to housing and economic circumstances
 - Z60.0 – Z60.9 Problems related to social environment
 - Z62.0 – Z62.9 Problems related to upbringing
 - Z63.0 – Z63.9 Other problems related to primary support group, including family circumstances
 - Z64.0 – Z64.4 Problems related to certain psychosocial circumstances
 - Z65.0 – Z65.9 Problems related to other psychosocial circumstances



Our collaborative efforts can help reduce the SDOH barriers in the Commonwealth.

We're here to help, and we continue to support our providers. Please contact your Quality Practice Advisor or Provider Relations Representative if you have questions or need assistance.