

# Social Determinants of Health (SDOH)

## Improving Patient Outcomes by Identifying and Addressing Social Needs



**Social determinants influence health in very direct ways. 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. Together, we can identify and address social barriers and improve provider support in addressing SDOH needs of members to ensure optimal health outcomes. If an SDOH need is identified, please submit a referral to the case management department utilizing the provider portal.



### How can these needs be identified?

You should include supplemental codes in the patient’s diagnosis section on a claim form. Reporting SDOH codes allow physicians, hospitals, health systems, and payers to better track patient needs and identify solutions to improve health outcomes.



### How can WellCare help?

WellCare can connect your patients to community resources that help meet their social needs. WellCare also wants to partner with you to provide support. If an SDOH need is identified, please submit a referral to the case management department utilizing the provider portal (preferred method). To reach us by phone, our toll-free Care Management referral number is **1-866-635-7045** (TTY: **711**) for Medicare and **1-844-901-3780** (TTY: **711**) for Medicaid.. 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** where members can seek help 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

*WellCare of Kentucky is proud to serve Medicaid members in the state of Kentucky. The information presented here is also representative of our affiliated and newly refreshed Wellcare brand of Medicare Advantage products serving members across the country. If you have any questions, please contact Provider Relations.*

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Beyond Healthcare. A Better You.



## How can you help WellCare assist your patients?

- ✓ Provide them with referrals to address the identified social need and WellCare's Community Help Line number.
- ✓ Include ICD-10 Z codes on your claim (*included here as a reference for you*).

Description	Codes
Occupational exposure to risk factors	<b>ICD-10:</b> Z57.0–Z57.9
Problems related to education and literacy	<b>ICD-10:</b> Z55.0–Z55.9
Problems related to employment and unemployment	<b>ICD-10:</b> Z56.0–Z56.9
Problems related to physical environment	<b>ICD-10:</b> Z58.0–Z58.9
Problems related to housing and economic circumstances	<b>ICD-10:</b> Z59.0–Z59.9
Problems related to social environment	<b>ICD-10:</b> Z60.0–Z60.9
Problems related to upbringing	<b>ICD-10:</b> Z62.0–Z62.9
Problems related to primary support group, including family circumstances	<b>ICD-10:</b> Z63.0–Z63.9
Problems related to certain psycho-social circumstances	<b>ICD-10:</b> Z64.0–Z64.4
Problems related to other psycho-social circumstances	<b>ICD-10:</b> Z65.0–Z65.9
Problems related to substance use	<b>ICD-10:</b> Z71.41, Z71.42, Z71.51, Z71.52
Problems related to sleep/sleep hygiene	<b>ICD-10:</b> Z72.820, Z72.821
Other risk factors	<b>ICD-10:</b> Z91.89
Patient/Caregiver non-compliance with dietary regimen or medical treatment due to financial hardship	<b>ICD-10:</b> Z91.110, Z91.190, Z91.A10, Z91.A20
Transportation Insecurity	<b>CPT:</b> 96156
Health Behavior Assessment	<b>CPT:</b> 96156
Nutritional Counseling	<b>HCPCS:</b> S9470
Home Delivered Meals	<b>HCPCS:</b> S5170

**Best Practices:** Include supplemental codes in the patient's diagnosis section on a claim form. Assign as many SDOH codes necessary to describe all of the social problems, conditions, or risk factors documented during the current episode of care.



**Our collaborative efforts can help reduce SDOH barriers.  
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.