Social Drivers of Health Protocol

Effective as of October 1, 2020, unless prohibited by federal or state law, this Protocol applies to health care physicians, health care professionals, facilities and ancillary providers who provide services to a UnitedHealthcare member, capture Social Drivers of Health (SDoH), as defined below, and utilize ICD-10 diagnostic code(s) (or successor diagnostic codes) in the medical record.

Social Drivers of Health

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. Numerous studies have determined that an individual's socioeconomic and/or psychosocial needs correlate with his or her health and wellness. Identifying these non-clinical barriers to care allows health care providers and insurers to systematically identify non-clinical conditions that present obstacles for patients' access to the health care they need. Health care providers can help patients overcome the barriers of the SDoH they face by gaining a better understanding of the scope of factors influencing the treatment process. Utilizing codes associated with these conditions will allow health care providers and UnitedHealthcare to collect data and identify solutions that more closely align with patients' needs.

Coding Guidance

The Protocol will apply to all of UnitedHealthcare's members enrolled in UnitedHealthcare Medicare Advantage, Medicaid, and/or Commercial products. UnitedHealthcare supports the use of the ICD-10 code classification system, in an effort to collect and address our members' SDoH where possible. Health care providers are strongly encouraged to routinely screen, document, and submit the appropriate **ICD-10 code(s)** when a patient is impacted by SDoH. Although the list of ICD-10 codes is not comprehensive of all social drivers, it is a step health care providers and UnitedHealthcare can take together in improving the lives of our members.

Please use the ICD-10 Codes found in the link below when submitting a claim for a member affected by any of the SDoH categories as referenced in the link below. Health care providers should remain current on the utilization of these **SDoH ICD-10 codes**, as they may be updated.

Audit

The list of ICD-10 diagnostic codes that capture SDoH has been expanded, approved, and incorporated in the Official Coding Guidelines effective on February 18, 2018. Health care providers should train staff members on these updates to the billing and coding process for complete and accurate medical diagnosis, recordkeeping and claim submission. UnitedHealthcare reserves the right to audit claim submissions retrospectively.