

# Social Determinants of Health (SDOH) Incentive Program

## 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.

Delaware First Health wants to partner with you to address social determinants of health. Together, we can identify and address social barriers and improve the health of our members.



### 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 Delaware First Health help?

Delaware First Health can connect your patients to community resources that help meet their social needs. Our toll-free Member Services number is 1-877-236-1341 (TTY: 711)

Members can seek help with:

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



### Incentive Structure:

To determine eligibility for the incentive, we review all claims for the quarter that include SDOH Z-codes and an office visit procedure code for services rendered. Next, we calculate the total number of unique members seen by your practice during that quarter. Once we have that data, the percentage is determined by dividing the number of members with a Z-code documented by the total number of unique members seen during this period.

If the percentage is **50% or higher**, your practice qualifies for the incentive. Providers who meet this threshold receive an additional payment equal to 20% of the total claim payment for the eligible claims.



## How can you help Delaware First Health assist your patients?

- ✓ Provide them with referrals to address the identified social need and Delaware First Health'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	ICD-10: Z57.0
Problems related to education and literacy	ICD-10: Z55, Z55.5, Z55.6
Problems related to employment and unemployment	ICD-10: Z56.0
Problems related to physical environment	ICD-10: Z58.0, Z58.6, Z58.8, Z58.81, Z58.89
Problems related to housing and economic circumstances	ICD-10: Z59.0, Z59.00, Z59.01, Z59.02, Z59.1, Z59.10, Z59.11, Z59.12, Z59.19, Z59.4, Z59.41, Z59.48, Z59.8, Z59.81, Z59.811, Z59.812, Z59.82, Z59.86, Z59.87, Z59.89
Problems related to social environment	ICD-10: Z60.0
Problems related to upbringing	ICD-10: Z62.0, Z62.2, Z62.23, Z62.24, Z62.8, Z62.81, Z62.814, Z62.815, Z62.82, Z62.823, Z62.83, Z62.831, Z62.832, Z62.833, Z62.89, Z62.892
Other problems related to primary support group, including family circumstances	ICD-10: Z63.0
Problems related to certain psychosocial circumstances	ICD-10: Z64.0
Problems related to other psychosocial circumstances	ICD-10: Z65.0
CPT screening codes applicable to SDOH	CPT: 99204-99205, 99211-99215, 99241-99245, 99381-99387, 99391-99397

**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.**

For additional assistance or questions, please contact Provider Services or Care Coordination at 1-877-236-1341 (TTY: 711).