The Provider Community and Social Determinants of Health

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
October 7, 2021
Agenda

❖ Overview of Social Determinants of Health (SDoH)
❖ Maslow’s Hierarchy of Needs
❖ SDoH Z Diagnostic Codes
❖ Hoosier Health and Well-Being Atlas
❖ Community Assistance and Non-Clinical Referrals
❖ Conclusion

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What have you done to impact your health today?

- Skipped breakfast?
- Do a morning work out?
- Wake up in a comfy bed?
- Drive to work?
- Have a doctor’s appointment?
Elements of Good Health

- Food
- Housing
- Transportation
- Environment
- Employment
- Activity
- Clinical
What Contributes to Health Outcomes?

- **Socio-Economic (40%)**
  - Education
  - Employment
  - Family and Social Support
  - Income
  - Safety

- **Health Behaviors (30%)**
  - Alcohol and Drug Use
  - Diet and Exercise
  - Sexual Activity
  - Tobacco Usage

- **Physical Environment (10%)**
  - Air and Water Quality
  - Housing and transit

- **Clinical Care (20%)**
  - Access to Care
  - Quality of Care
An Example.....
Maslow’s Hierarchy of Needs

- **Physiological**: The need for air, food, water, health.
- **Safety**: The need for safety, shelter, stability.
- **Social**: The need for love, belonging, inclusion.
- **Ego**: The need for self-esteem, power, control, recognition.
- **Self-Actualization**: The need for development, creativity, growth.
Hoosier Health & Well-Being Atlas

• Created in August 2018 as a supplement to online applications
  – Health coverage
  – SNAP
  – TANF
• Does not impact eligibility
• 10 voluntary questions at the end of the application
Hoosier Health & Well-Being Atlas Questions

• In the last 12 months, did you ever eat less than you felt you should because there wasn’t enough money for food?
• In the last 12 months, has your utility company shut off your service for not paying your bills?
• Are you worried that in the next 2 months you may not have stable housing?
• Do problems getting childcare make it difficult for you to work or study?
• In the last 12 months, have you needed to see a doctor but could not because of cost?
Hoosier Health & Well-Being Atlas Questions

• In the last 12 months, have you ever had to go without healthcare because you didn’t have a way to get there?
• Do you ever need help reading hospital materials?
• Are you afraid you might be hurt in your apartment building or house?
• During the last 4 weeks have you been actively looking for work?
• In the last 12 months, other than household activities or work, do you engage in moderate exercise at least 3 times per week?
Hoosier Health & Well-Being
Atlas Snapshot

Montgomery County – 2,069 respondents

- Not enough money for food – 52.59%
- Not engaged in regular exercise – 46.88%
- Utilities shut off – 38.23%
- Actively seeking work in last 4 weeks – 35.33%
- Transportation prevented seeing doctor – 29.77%
- Need help reading hospital material – 27.98%
- Fear of no stable housing – 26.78%
- Cost prevented seeing doctor – 23.10%
- Fear of being hurt in home – 12.95%
- Problems getting childcare – 11.60%

https://www.in.gov/fssa/hoosier-health-and-well-being-atlas/
Social Determinants of Health
Z Diagnostic Codes

• Data related to social needs is critical to efforts to improve the health of patients and communities.
  – Track social needs that impact members, allowing for personalized care that addresses medical and social needs.
  – Aggregate data across patients to determine how to focus a social determinants strategy.
  – Identify population health trends and guide community partnerships.

From American Hospital Association 2019
Who can document a patient’s social needs?

- **Prior to 2018**
  - Could only be supported by physician documentation.

- **Present**
  - All clinicians involved in the care of the patient
  - Includes case managers, discharge planners, social workers, and nurses.

- **Patient self-reported social needs**
What Z codes relate to SDoH?

<table>
<thead>
<tr>
<th>Z code</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Z55</td>
<td>Problems related to education and literacy</td>
</tr>
<tr>
<td>Z56</td>
<td>Problems related to employment and unemployment</td>
</tr>
<tr>
<td>Z57</td>
<td>Occupational exposure to risk factors</td>
</tr>
<tr>
<td>Z59</td>
<td>Problems related to housing and economic circumstances</td>
</tr>
<tr>
<td>Z60</td>
<td>Problems related to social environment</td>
</tr>
<tr>
<td>Z62</td>
<td>Problems related to upbringing</td>
</tr>
<tr>
<td>Z63</td>
<td>Other problems related to primary support group, including family circumstances</td>
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<tr>
<td>Z64</td>
<td>Problems related to certain psychosocial circumstances</td>
</tr>
<tr>
<td>Z65</td>
<td>Problems related to other psychosocial circumstances</td>
</tr>
</tbody>
</table>

This list is subject to revisions and additions to improve alignment with SDOH data elements.
### Z57
**Occupational exposure to risk factors**
- Z57.0 Occupational exposure to noise
- Z57.1 Occupational exposure to radiation
- Z57.2 Occupational exposure to dust
- Z57.3 Occupational exposure to other air contaminants
- Z57.31 Occupational exposure to environmental tobacco smoke
- Z57.39 Occupational exposure to other air contaminants
- Z57.4 Occupational exposure to toxic agents in agriculture
- Z57.5 Occupational exposure to toxic agents in other industries
- Z57.6 Occupational exposure to extreme temperature

### Z63
**Other problems related to primary support group, including family circumstances**
- Z63.5 Disruption of family by separation and divorce
- Z63.6 Dependent relative needing care at home
- Z63.7 Other stressful life events affecting family and household
- Z63.71 Stress on family due to return of family member from military deployment
- Z63.72 Alcoholism and drug addiction in family
- Z63.8 Other specified problems related to primary support group
- Z63.9 Problem related to primary support group, unspecified.

### Z65
**Problems related to other psychosocial circumstances**
- Z65.0 Conviction in civil and criminal proceedings without imprisonment
- Z65.1 Imprisonment and other incarceration
- Z65.2 Problems related to release from prison
- Z65.3 Problems related to legal circumstances
- Z65.4 Victim of crime and terrorism
- Z65.5 Exposure to disaster, war, and other hostilities
- Z65.8 Other specified problems related to psychosocial circumstances
- Z65.9 Problem related to unspecified psychosocial circumstances
Usage of Z Diagnostic Codes within IHCP

• 2020 - mid-July 2021: 8,249 Z diagnostic codes billed.
  – Z63: 45,060
  – Highest Z63 code billed: Z63.8 (Other specified problems related to primary support group) at 1,624
So... what’s next?
Today
- Community Assistance
- Non-clinical Referrals

Future
- Programmatic Changes
Community Referrals

- Indiana 211 Connect
  - Available 24/7
  - Connects Hoosiers with available resources
- Supplemental Nutrition Assistance Program (SNAP)
  - Raise the nutritional level of low-income households
  - Federally funded
- Be Well Indiana
  - Focus on mental health and wellness resources and substance use and recovery resources
  - Several options for crisis resources
- Aunt Bertha
  - Social Care Network that connects people and programs
  - 185,000 users in Indiana search for free or reduced cost services like medical care, food, job training, and more
Non-Clinical Referrals

• Managed Care Entity Enhanced Benefits and Care Coordination
  – Smoking cessation
  – Enhanced Benefits vary by MCE, but could include
    • Incentives for attending preventative care appointments
    • Skills training
    • Cell phones
    • Gift cards for certain services
    • Gym memberships or other weight management resources

• Care Coordination
  – Behavioral Health and Physical Health
Home and Community Based Services (HCBS)

- Help members live in their home and successfully be part of the community.
  - Waiver services provided in conjunction with other FSSA divisions
    - Home
      - Remote supports
      - Environmental modifications
      - Day Habilitation
    - Community
      - Non-medical transportation
      - Vehicle modifications
      - Link to community services and peer support services
      - Workplace assistance
      - Pre-vocational services
  - Most services have additional eligibility criteria
  - Fee-for-service: If eligible, will already be assigned a waiver.
  - Managed Care: DMHA waiver services potentially available.
Programmatic Changes

• Help yourself to help us!
• Gather information to include in:
  – Proposals and grants
  – Projects and partnerships
  – Funding
FSSA Programmatic Changes

- Future of FSSA & Office of Healthy Opportunities:
  - Create additional programming to address Hoosier’s needs.
  - Have data to support program creation
  - Identify needs
  - Critically identify Hoosiers’ biggest needs
  - Brainstorm innovative solutions
  - Implement programs
WE WANT YOU!
Learn about your patients and tell FSSA too!

• Incorporate the 10 questions from the Hoosier Health and Well-Being Atlas into patients’ medical records.
  – Have physicians and clinicians ask the 10 questions when seeing patients.
  – Have coders use this information to include Z codes on claims.

• If additional social determinants of health are present during a visit, document on claims.
What You Can Do

- Utilizing Z codes will allow hospitals, health systems, and FSSA to better track member needs and identify solutions to improve the health of their communities.
- As coding professionals review a member’s medical record to identify the appropriate diagnosis codes to include, they should be made aware of and begin utilizing codes included in categories Z55-Z65.
- Hospital leaders can prioritize the importance of documenting and coding members’ social needs and allow coders extra time to integrate coding for social determinants in their processes.
Resources

• Hoosier Health & Well-Being Atlas: https://www.in.gov/fssa/hoosier-health-and-well-being-atlas/
• Indiana 211 Connect: https://in211.communityos.org/
• SNAP
  • Information: https://www.in.gov/fssa/dfr/snap-food-assistance/about-snap/
  • Application: https://fssabenefits.in.gov/bp/#/
• Be Well Indiana: https://bewellindiana.com/
• Aunt Bertha: https://www.findhelp.org/
• BT201849: http://provider.indianamedicaid.com/ihcp/Bulletins/BT201849.pdf
Questions?