



Improving the lives of our members: Social Determinants of Health

HealthKeepers, Inc. has developed a Social Determinants of Health (SDOH) initiative to proactively outreach members enrolled in Anthem HealthKeepers Plus who need support for social, economic or environmental circumstances. Our goal is to identify members with social needs and link them with available resources. With your help, we can work together to address these important issues.

What are Social Determinants of Health (SDOH)?

Social Determinants of Health are conditions that affect a wide range of health, functioning, and quality of life outcomes and risks. Resources that enhance quality of life can have a significant influence on population health outcomes. Examples of these resources include safe and affordable housing, access to education, healthy foods, employment, and more.












“Resources that enhance quality of life can have a significant influence on population health outcomes.”
Office of Disease Prevention and Health Promotion

“There has been increased recognition that improving health and achieving health equity will require broader approaches that address social, economic, and environmental factors that influence health.”
Kaiser Family Foundation

How can providers partner with HealthKeepers, Inc. to address SDOH issues for Anthem HealthKeepers Plus members?

- Consider using the CMS Screening Tool, which can be found here: <https://innovation.cms.gov/Files/worksheets/ahcm-screeningtool.pdf>.
- Use our Community Resource Link to assist members in finding resources: <https://mss.anthem.com/va/support/community-resources.html>.
- We are asking all providers to submit ICD-10-CM codes from Chapter 21 (Z00 to Z99) to identify issues that may impact member health via claims. Codes specifically related to SDOH issues are located on the SDOH *Diagnosis Code Reference Sheet (Z Codes)*.

SDOH-related benefits HealthKeepers, Inc. offers for Anthem HealthKeepers Plus members:

	Value-added benefit	CCC Plus	Medallion
	Air Purifier	✓	✓
	Grocery Store Transportation	✓	✓
	Healthy Rewards	✓	✓
	Meal Program	✓	✓
	Smartphone	✓	✓
	Sports Physicals		✓
	Stroller, Diapers and Books for Babies		✓
	Boys & Girls Club Membership		✓
	GED Program		✓

For a complete listing of these and other benefits, visit <https://mss.anthem.com/va/virginia-home.html>.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.

References:

- Kaiser Family Foundation (2018). *Beyond health care: the role of social determinants in promoting health and health equality*. Retrieved from <https://www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity>
- Office of Disease Prevention and Health Promotion, Social Determinants of Health, Retrieved from: <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>
- Centers for Medicare & Medicaid Services: *The Accountable Health Communities Health-Related Social Needs Screening Tool*. Retrieved from: <https://innovation.cms.gov/Files/worksheets/ahcm-screeningtool.pdf>

SDoH Diagnosis Code Reference Sheet (Z Codes)

Z55 to Z65 – Persons with potential health hazards related to socioeconomic and psychosocial circumstances

Z55 Problems related to education and literacy:

- Z55.0 Illiteracy and low-level literacy
- Z55.1 Schooling unavailable and unattainable
- Z55.2 Failed school examinations
- Z55.3 Underachievement in school
- Z55.4 Educational maladjustment and discord with teachers and classmates
- Z55.8 Other problems related to education and literacy
- Z55.9 Problems related to education and literacy, unspecified

Z56 Problems related to employment and unemployment:

- Z56.0 Unemployment, unspecified
- Z56.1 Change of job
- Z56.2 Threat of job loss
- Z56.3 Stressful work schedule
- Z56.4 Discord with boss and workmates
- Z56.5 Uncongenial work environment
- Z56.6 Other physical and mental strain related to work
- Z56.8 Other problems related to employment
 - Z56.81 Sexual harassment on the job
 - Z56.82 Military deployment status
 - Z56.89 Other problems related to employment
- Z56.9 Unspecified problems related to employment

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
- Z57.7 Occupational exposure to vibration
- Z57.8 Occupational exposure to other risk factors
- Z57.9 Occupational exposure to unspecified risk factor

Z59 Problems related to housing and economic circumstances:

- Z59.0 Homelessness
- Z59.1 Inadequate housing
- Z59.2 Discord with neighbors, lodgers and landlord
- Z59.3 Problems related to living in residential institution
- Z59.4 Lack of adequate food and safe drinking water
- Z59.5 Extreme poverty
- Z59.6 Low income
- Z59.7 Insufficient social insurance and welfare support
- Z59.8 Other problems related to housing and economic circumstances
- Z59.9 Problem related to housing and economic circumstances, unspecified

Z60 Problems related to social environment:

- Z60.0 Problems of adjustment to life-cycle transitions
- Z60.2 Problems related to living alone
- Z60.3 Acculturation difficulty
- Z60.4 Social exclusion and rejection
- Z60.5 Target of (perceived) adverse discrimination and persecution
- Z60.8 Other problems related to social environment
- Z60.9 Problem related to social environment, unspecified

Z62 Problems related to upbringing:

- Z62.0 Inadequate parental supervision and control
- Z62.1 Parental overprotection
- Z62.2 Upbringing away from parents:
 - Z62.21 Child in welfare custody
 - Z62.22 Institutional upbringing
 - Z62.29 Other upbringing away from parents
- Z62.3 Hostility towards and scapegoating of child
- Z62.6 Inappropriate (excessive) parental pressure
- Z62.8 Other specified problems related to upbringing:
 - Z62.81 Personal history of abuse in childhood:
 - Z62.810 Personal history of physical and sexual abuse in childhood
 - Z62.811 Personal history of psychological abuse in childhood
 - Z62.812 Personal history of neglect in childhood
 - Z62.813 Personal history of forced labor or sexual exploitation in childhood
 - Z62.819 Personal history of unspecified abuse in childhood
 - Z62.82 Parent-child conflict:
 - Z62.820 Parent-biological child conflict
 - Z62.821 Parent-adopted child conflict
 - Z62.822 Parent-foster child conflict
 - Z62.89 Other specified problems related to upbringing:
 - Z62.890 Parent-child estrangement NEC
 - Z62.891 Sibling rivalry
 - Z62.898 Other specified problems related to upbringing
- Z62.9 Problem related to upbringing, specified

Z63 Other problems related to primary support group, including family circumstances:

- Z63.0 Problems in relationship with spouse or partner
- Z63.1 Problems in relationship with in-laws
- Z63.3 Absence of family member:
 - Z63.31 Due to military deployment
 - Z63.32 Other absence of family member
- Z63.4 Disappearance and death of family member
- 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
 - Z63.79 Other stressful life events affecting family and household
- Z63.8 Other specified problems related to primary support group
- Z63.9 Problem related to primary support group, unspecified

Z64 Problems related to certain psychosocial circumstances:

- Z64.0 Problems related to unwanted pregnancy
- Z64.1 Problems related to multiparity
- Z64.4 Discord with counselors

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 other 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



Anthem[®] HealthKeepers Plus
Offered by HealthKeepers, Inc.

<https://mediproviders.anthem.com/va>

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Commonwealth Coordinated Care Plus (CCC Plus) benefits to enrollees.

AVAPEC-2334-20