



FIDELIS CARE®

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.

Fidelis Care 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 Fidelis Care help?

Fidelis Care can connect your patients to community resources that help meet their social needs. Our toll-free Care Management referral number is **1-844-901-3781** (TTY: **711**). 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

(continued)



How can you help Fidelis Care assist your patients?

- ✓ Provide them with referrals to address the identified social need and Fidelis Care’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–Z57.9
Problems related to education and literacy	ICD-10: Z55.0–Z55.9
Problems related to employment and unemployment	ICD-10: Z56.0–Z56.9
Problems related to physical environment	ICD-10: Z58.0–Z58.9
Problems related to housing and economic circumstances	ICD-10: Z59.0–Z59.9
Problems related to social environment	ICD-10: Z60.0–Z60.9
Problems related to upbringing	ICD-10: Z62.0–Z62.9
Problems related to primary support group, including family circumstances	ICD-10: Z63.0–Z63.9
Problems related to certain psycho-social circumstances	ICD-10: Z64.0–Z64.4
Problems related to other psycho-social circumstances	ICD-10: Z65.0–Z65.9
Problems related to substance use	ICD-10: Z71.41, Z71.42, Z71.51, Z71.52
Problems related to sleep/sleep hygiene	ICD-10: Z72.820, Z72.821
Other risk factors	ICD-10: Z91.89
Patient/Caregiver non-compliance with dietary regimen or medical treatment due to financial hardship	ICD-10: Z911.10, Z911.90, Z91A.10, Z91A.20
Transportation Insecurity Procedures	CPT: 96156
CPT/HCPCS screening codes applicable to SDOH	CPT: 96156–96161, 97802–97804, 99377–99378, HCPCS: S5170, S9470, G0182, G9473–G9479, Q5003–Q5008, Q5010, S9126, T2042–T2046

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.