



# Back to Basics: Transforming Health at its Foundational Level

More than 80 percent of a person's health is determined outside the doctor's office.\*

UnitedHealthcare's National Strategic Partnerships (NSP), a division of UnitedHealthcare Clinical Services, works to improve the health of individuals by addressing non-clinical aspects that drive health outcomes. These are known as social determinants of health (SDoH). By looking at the whole person and the life factors they are affected by, we can identify social barriers to good health and health care.

How do we do it? Using self-reported patient information, we identify those who may benefit from social services and connect them with local programs. Data tracking, aggregation and analysis then allows us to determine subsequent effects on health and cost-of-care outcomes.

## Provider Relationships: Key to Success

The self-identified patient information on social barriers to good health and health care is critical to the process of addressing SDoH. As a care provider, you are the collector of this information, which allows us to conduct identification, outreach and referral efforts. Using a health risk assessment (HRA) tool, such as PRAPARE, you can help us identify common SDoH including:

- Nutrition insecurity – no access to nutritious food or not enough food
- Lack of transportation – for medical or pharmacy needs, work and or daily living needs
- Social isolation – which can have health effects equivalent to smoking 15 cigarettes daily

## Efforts to Expand ICD-10 to Capture Social Data

HRAs are currently the primary source of SDoH information; UnitedHealthcare is working to create a more seamless way to capture and utilize SDoH data. We have submitted 23 new ICD-10 codes to the Centers for Medicare & Medicaid Services (CMS) for consideration, currently under review. This standardized data has the potential to provide a wealth of actionable insight into the foundational aspects of health and areas for intervention and cost containment.

## Snapshot: NSP SDoH work

2.5 M

Members self-identified at least one SDoH

~760K

Referrals provided to members

600K+

~\$830M

Imputed Market Price value provided to members

## Using Data Analytics

Integrating social data into a patient's health profile allows for the creation of comprehensive care solutions that drive better health outcomes and financial performance. Services that remove barriers to care also represent financial value calculated per their Imputed Market Price™ value, a service's estimated fair market value. The data we receive from care providers like you helps us understand how engagement with SDoH resources affects health outcomes and the total cost of care.

## Change is Underway: Join Us

This work is positioned to transform the health care business model, our philosophy of health care, the U.S. cost of health care, and the health of the American population.

Join us! See the provider-partner intake form for information, benefits and next steps (form included or available from Angelina Meyer). If you have questions, please contact:

Angelina Meyer  
Vice President, Provider Engagement  
National Strategic Partnerships  
Angelina\_m\_meyer@uhc.com

\*Robert Wood Johnson Foundation

## Spotlighted NSP partners

- AARP Foundation
- American Medical Association
- Arizona HealthCare Cost Containment System
- Aunt Bertha
- Benelynk
- Peoples Health
- Center for Healthcare Research and Transformation
- Change Healthcare
- Daughters of Charity
- El Rio Health
- Equality Health
- Healthify
- Jordan Valley Community Health Center
- Lutheran Services of America
- Lyft
- Mom's Meals/Nourish Care
- National MedTrans
- National Association of Community Health Centers
- NCQA
- Nestle Nutrition
- Optum

## About UnitedHealthcare National Strategic Partnerships

National Strategic Partnerships is redefining health care to consider the patient beyond the clinical environment. Since January 2017, we've identified barriers to care, engaged social services and programs, and helped members get the assistance they need. Data tracking, aggregation and analysis provides valuable insights into social determinants of health's (SDoH) impact on health outcomes and cost of care. Via collaboration with providers, organizations, employers, policymakers, and others, we strive to affect foundational aspects of health and cultivate a large-scale impact on quality of life.

Data provided by UnitedHealthcare National Strategic Partnerships data and analytics team using data acquired through the program from January 2017 - May 2019.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Co. of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company or other affiliates. Administrative services provided by Optum Health Care Solutions LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc. or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates. PCA-1-19-00473-Clinical-Multi\_08132019

© 2019 United HealthCare Services, Inc.