National Strategic Partnerships

Addressing Social Determinants of Health (SDoH) and Building Provider Partnerships through Data & Technology

AZ CVN HCCN 4th Annual Health Information Technology (HIT) Symposium

Angie Meyer

VP, National Strategic Partnerships

October 23, 2020

United Healthcare

Welcome & Introductions

Vicki Copeland, MD, FAAFP

Medical Director
UnitedHealthcare Community Plan

Angelina Meyer

VP, National Strategic Partnerships
UnitedHealthcare

Objectives

- Provide an overview of UHC's Social Determinants of Health (SDoH) program to the Healthy Communities Collaborative Network and its partner Primary Care Associations
- Review the UHC collaboration focused on the exchange of SDoH data from FQHC Population Health Management Tools
- Learn the advantages of participation and the value proposition

Our Commitment to Social Determinants of Health

We are a **health care** company

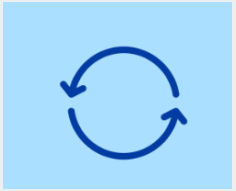
We help people **live healthier lives** through better care delivery

We are **redefining access to care** for underinsured and underserved populations

United Healthcare

Our Hypothesis – Initiated January 2017

By building an infrastructure around social determinants of health, we can help:



Redefine health to consider the whole person – not just medical care.

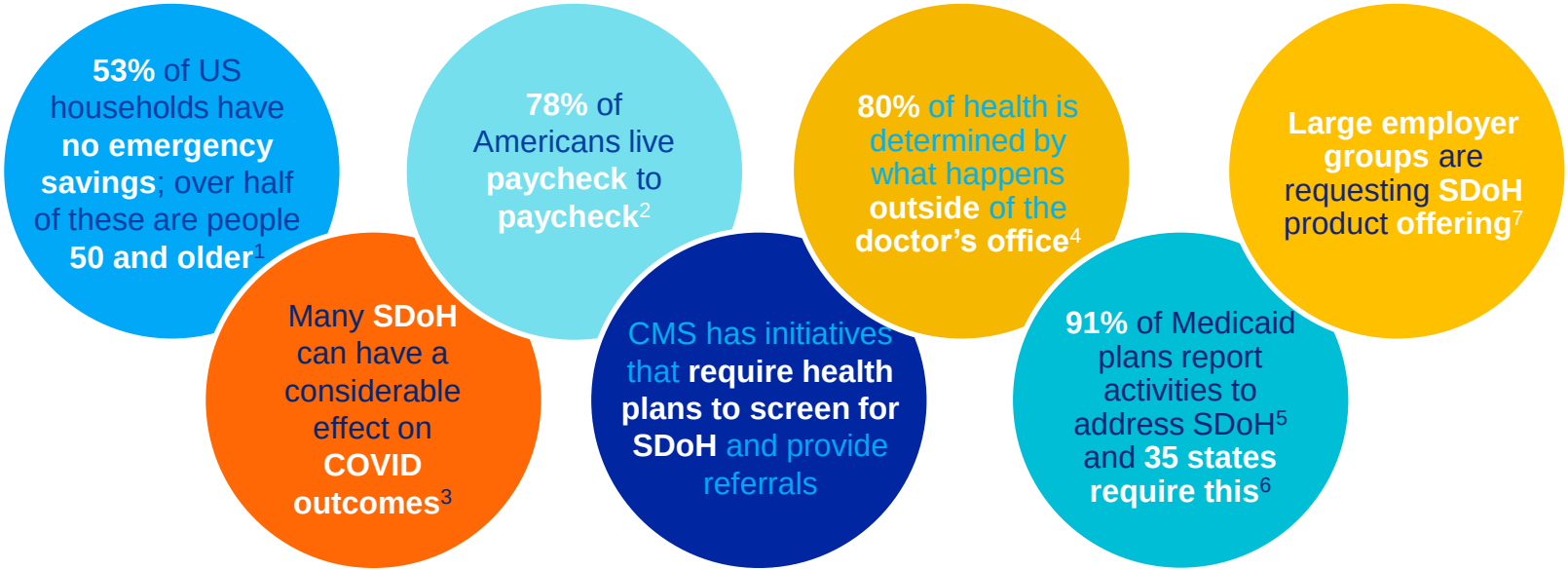
Remove barriers that limit access to care and address health disparities.

Improve overall health and well-being of all vulnerable populations.

United Healthcare

Concurrent Happenings: Socioeconomic & Health Care

Related findings/changes validate the need for SDoH inclusion in health care.



1 AARP Public Policy Institute, Unlocking the Potential of Emergency Savings Accounts, October 2019.
2 Harris Poll survey on behalf of CareerBuilder, August 2017.
3 Abrams, EM &SJ Szefler, COVID-19 and the impact of social determinants of health, Lancet Resp Med, July 2020. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7234789/#.
4 Robert Wood Johnson Foundation. County Health Rankings, 2014. Relationships between Determinant Factors and Health Outcomes. Retrieved from https://www.rwjf.org/en/library/research/2014/03/
5 Artiga, S & Hinton E, 2018. Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity. Retrieved from https://www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/.
6 Advisory Board. 2019 Medicare Advantage Growth Outlook, April 2019. Web Conference.
7 Thomas, S. Large employers are on board with social determinants of health and virtual care strategies. Retrieved from https://www2.deloitte.com/us/en/pages/life-sciences-and-health-care/articles/health-care-current-august27-2019.html. Governor's of the Federal Reserve System. Report of the Economic Well-Being of U.S. Households in 2017. Retrieved from https://www.federalreserve.gov/publications/files/2017-report-economic-well-being-us-households-201805.pdf.

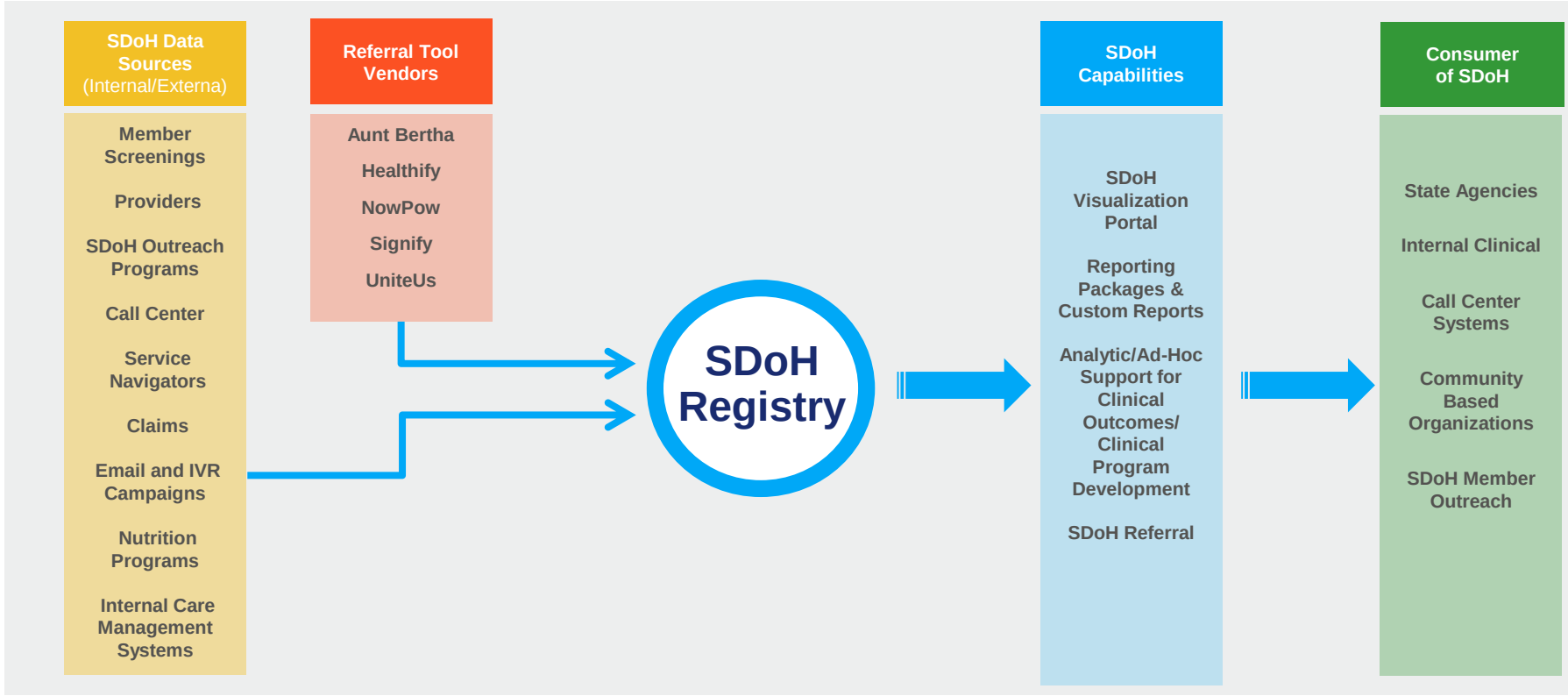
United Healthcare

Our Process

1. Identify populations that can benefit from assistance via formal screening or informal identification
2. Refer members to assistance
3. National closed-loop model by confirming fulfillment of assistance

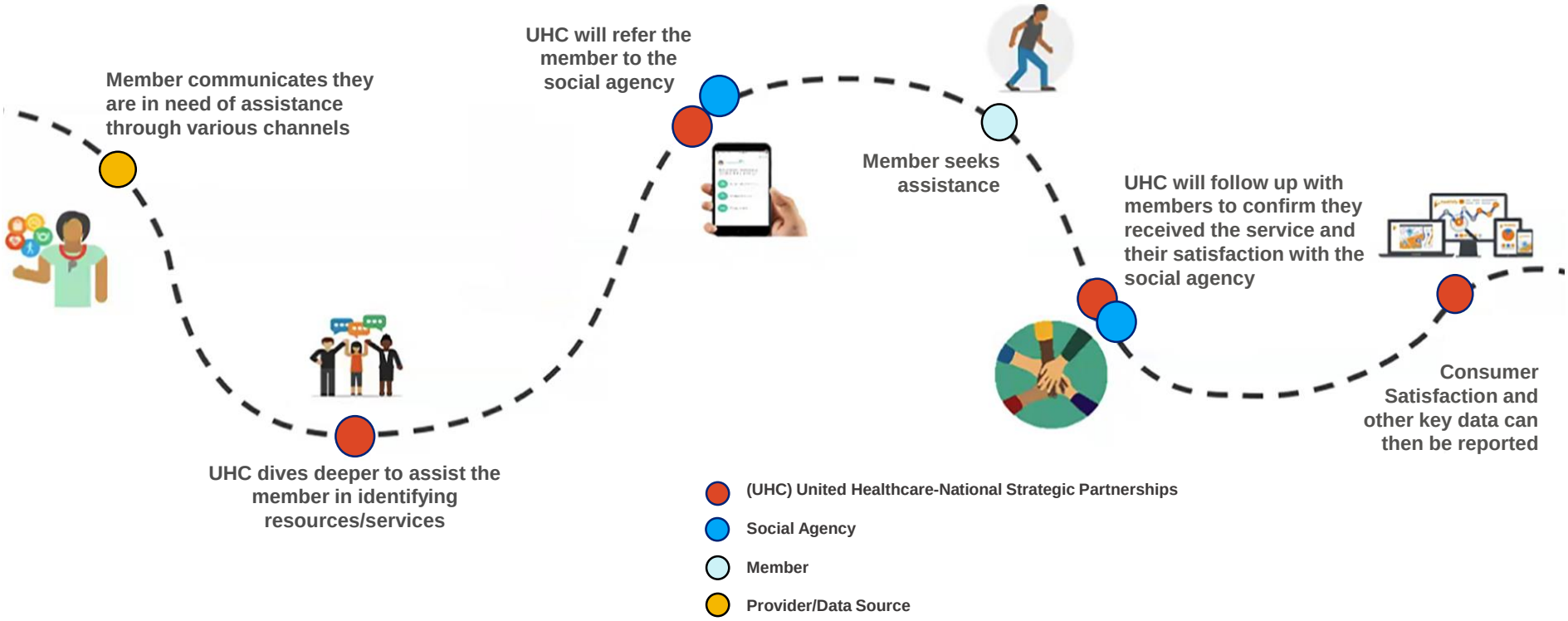
United Healthcare

How it Works: A National Closed-Loop Model



United Healthcare

Member Journey



United Healthcare

What We've Accomplished Year to Date Nationally

# of Members identifying with at least 1 SDoH

# of Members Referred

# of Referrals to Community Based Organizations

 # Confirmed Service Assistance Provided

Percentage Confirmed (# of Confirmed Assistance / # of Referrals Provided for services received in 2020)

Data from 1/1/2020 – 8/31/2020

United Healthcare

Our Partners in Addressing SDoH

United Healthcare

Value Proposition

- UHC can assist members and their providers with referral support and assistance on a broader scale
- Partnership allows for the integration of social data into a patient's UHC health profile and allows for the creation of comprehensive care solutions to drive better health outcomes
- UHCs strives for 100% confirmation of all referrals - National closed loop model for assisting members with SDoH
- Practice level Reporting on top SDoH barriers, referrals, confirmations and valuation
- Access the SDoH Data Visualization Tool (December 2020)

United Healthcare

What We All Can Do – Together

Thank you!

Angie Meyer, VP National Strategic Partnerships
Angelina_m_meyer@uhc.com

Vicki D. Copeland, MD FAAFP
Medical Director UnitedHealthcare Community Plan
Vicki_copeland@uhc.com

United Healthcare