Addressing SDoH and Building Provider Partnerships through Data & Technology

United Healthcare (UHC) provided an overview of their Social Determinants of Health program.

They reviewed UHC's collaboration focused on the exchange of SDoH data from FQHC population health management tools, including AZARA DRVS.

In 2017 UHC began planning and determining SDoH infrastructure. They've determined that through SDoH, they will be able to:

-Redefine health to consider the whole person, not use medical care

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

-improve overall health and well-being of vulnerable populations

The infrastructure aligns with current data and protocols of SDoH that CMS is doing. CMS currently has initiatives that require health plans to screen for SDoH and provide referrals, and 91% of Medicaid plans report activities to address SDoH and 35 states require this, including Arizona.

UHC has been identifying populations that can benefit from assistance through formal screening or informal identification, refer members to assistance, and ensures the closed loop model with confirming assistance fulfillment.

The national closed loop model works by SDoH data sources (like call centers, providers, member screenings, service navigators, etc.) and referral tool vendors (like Aunt Bertha) enter the SDoH registry where outputs include SDoH visualization portals, reporting packages and custom reports, SDoH referrals, and analytic/ad hoc support for clinical outcomes/clinical program development. These portals, reports, and referrals are filtered to consumers of SDoH like state agencies.

UHC members are able to reach out to multiple channels requesting need for assistance and UHC will follow up with members to confirm that they were able to receive the service. For the member, the process is seamless. UHC, on the back end, ensures to connect the member with appropriate resources.

UHC continues to support its members with navigating, accessing, and closing the referral loop for its members.

To view more information from United Healthcare, please access the slides and recording.