



# Social Determinants of Health

October 2021

# What Are Social Determinants of Health

- Social Determinants of Health are the conditions in which a person is born into, grows, lives, works and ages that impact their health.
- Social Determinants of Health take into account factors such as the member's education, employment, physical environment, socioeconomic status, and social support network.

# Why Are Social Determinants of Health Important

Social Determinants of Health are important because they allow providers to offer the best possible care to members as it allows them to identify things such as:

- Illiteracy
- Unemployment
- Lack of adequate food and safe drinking water
- Social exclusion and rejection
- Homelessness, substance use disorders, and
- Many other factors which may affect a member's overall health and well-being.

Thus, ICD-10 codes have been created to delineate these social determinants.

# Social Determinants of Health

- AHCCCS began to monitor for the presence of Social Determinants of Health ICD-10 codes on April 1, 2018.
- Any Social Determinant of Health ICD-10 diagnosis codes which are identified by the provider should also be submitted on the claim for an AHCCCS member, in order to comply with state and federal coding requirements.

# Social Determinants of Health

- Please note that Social Determinants of Health codes are NOT to be used as primary ICD-10 diagnosis codes.
- Social Determinants of Health shall not be listed as the primary diagnosis on the claim form, and should instead be listed secondary, tertiary, etc., ICD-10 codes.

# Social Determinants of Health

- If a social determinant ICD-10 code is listed as the primary diagnosis code on a claim, then the claim may deny.
  - ❑ Providers should follow National Coding Standards.
- Please also note that the list of Social Determinants of Health codes may be added to or updated on a quarterly basis. Providers should remain current in their use of these codes.
- The list posted on the AHCCCS website is not an all-inclusive list and is meant to provide only a small subset of examples.

# Examples of Social Determinants of Health

Here are a couple of examples of how providers can use the Social Determinants of Health codes. Please note again that a medical or behavioral health ICD-10 code **must** be used as the primary diagnosis.

## **Example 1:**

A provider renders service to a member who is diagnosed with lung disease. The member is currently homeless and will have a hard time affording medication. The claim may be submitted with a primary diagnosis of lung disease, and then the identified Social Determinants of Health would be listed as secondary and tertiary diagnoses.

**Secondary Diagnosis:** Social Determinant of Health-Homelessness  
(using ICD-10 code Z590)

**Tertiary Diagnosis:** Social Determinant of Health-Extreme Poverty (using ICD-10 code Z595)

# Examples of Social Determinants of Health

## Example 2:

A provider sees a member for asthma, and it has been determined that the member lives in an environment that has a lot of dust in the air. It has also been determined that the member has a low level of literacy, which may prevent the member from being able to read and follow their care plan and their prescription medication directions precisely. The claim may be submitted with a primary diagnosis of asthma, and then the identified Social Determinants of Health would be listed as secondary and tertiary and quaternary diagnoses.

**Secondary Diagnosis:** Social Determinant of Health-Occupational Exposure to Dust (using ICD-10 code Z572)

**Tertiary Diagnosis:** Social Determinant of Health-Occupational Exposure to Other Air Contaminants (using ICD-10 code Z5739)

**Quaternary Diagnosis:** Social Determinant of Health-Illiteracy and Low-Level Literacy (using ICD-10 code Z550)



# Examples of Social Determinants of Health

## Example 3:

A provider renders service to a member who is diagnosed with cancer. The member has indicated that they have been exposed to radiation over many years from their job. The claim may be submitted with a primary diagnosis of cancer, and then the identified Social Determinant of Health would be listed as a secondary diagnosis.

**Secondary Diagnosis:** Social Determinant of Health-Occupational Exposure to Radiation (using ICD-10 code Z571)

# Social Determinants of Health Resources

For more information on Social Determinants of Health please refer to the following resources on the AHCCCS website:

- [Chapter 4, of the Fee-for-Service Provider Billing Manual, General Billing Rules](#)
- [Exhibit 4-1 Social Determinants of Health ICD-10 List](#)



# DFSM Provider Education and Training Unit

# DFSM Provider Training

The DFSM Provider Education and Training Unit can assist providers with the following:

- How to submit and status claims or prior authorization requests through the AHCCCS Online Provider Portal (FFS programs, including AIHP, TRBHAs and Tribal ALTCS).
- Submission of documentation using the Transaction Insight Portal (i.e. the AHCCCS Daily Trip report, requested medical records, etc.).

Additionally, the DFSM Provider Training unit offers trainings with informational updates to program changes, system updates, and changes to the AHCCCS policy, AHCCCS guides and manuals.

# Education and Training Questions?

The DFSM Provider Education and Training Unit does not instruct providers on how to code or bill for a particular service.

For additional information on rates and coding please follow the below guidelines:

- Rates - Questions on AHCCCS FFS rates should be directed to the rates team at [FFSRates@azahcccs.gov](mailto:FFSRates@azahcccs.gov)
- Coding - Questions on AHCCCS Coding should be directed to the coding team at [CodingPolicyQuestions@azahcccs.gov](mailto:CodingPolicyQuestions@azahcccs.gov)
  - NOTE: The Coding team cannot instruct providers on how to code or bill for a particular service. Those questions should be directed to the provider's professional coder/biller.
- ACC Plan Claims - Questions regarding the submission of claims to an AHCCCS Complete Care (ACC) Health Plan should be directed to the appropriate ACC Health Plan.

The DFSM Provider Training Team can be reached at [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

# Technical Questions?

For technical assistance with the AHCCCS Online Provider Portal, please call:

- AHCCCS ISD Customer Support Desk at 602-417-4451 or [ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)

# Claims Questions?

For claims questions that cannot be resolved on the portal, please outreach the Claims Customer Service team at:

- Phone: (602) 417-7670 – Select Option 4
- From: Monday – Friday from 7:30am – 4:00pm (Phoenix Time).

The Claims Customer Service team can assist with the following items:

- Details regarding a claim status that cannot be answered on the AHCCCS Online Provider Portal;
- Providing denial codes and general information regarding denied claims; and
- Providing general information about approved and pended claims.

**NOTE:** Providers should not call the Claims Customer Service team if they have questions on rates, CPT/HCPCS codes and modifiers, billing questions, the address a check was mailed to, and payment details for approved claims.

# Policy Information

## AHCCCS FFS Provider Billing Manual:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html>

## AHCCCS IHS/Tribal Provider Billing Manual:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHStribalbillingManual.html>

## AHCCCS Medical Policy Manual

- <https://www.azahcccs.gov/shared/MedicalPolicyManual/>



Thank You.