

# Working Together to Address Social Determinants of Health

We encourage you and your practice to connect with us and with our resources so we can work together to find appropriate interventions for members dealing with social determinants of health.

## According to the Centers for Disease Control and Prevention, social determinants of health are defined as:

“The complex, integrated, and overlapping social structures and economic systems that are responsible for most health inequities. These social structures and economic systems include the social environment, physical environment, health services, and structural and societal factors. Social determinants of health are shaped by the distribution of money, power, and resources throughout local communities, nations, and the world.”<sup>1</sup>

Factors that contribute to a person’s current state of health may be biological, socioeconomic, psychosocial, behavioral, or social in nature. Scientists generally recognize five determinants of health of a population:

1. Biology and genetics (sex, age, etc.).
2. Individual behavior (alcohol use, injection drug use [needles], unprotected sex, smoking, etc.).
3. Social environment (discrimination, income, gender).
4. Physical environment (where a person lives, crowded conditions).
5. Health services (access to quality health care, having or not having health insurance).<sup>2,3</sup>

## How we can work together

Please see the other side of this flyer for resources available to our members and network providers to assist members in getting the help and resources they need to improve their health.

<sup>1</sup> Commission on Social Determinants of Health (CSDH), Closing the gap in a generation: health equity through action on the social determinants of health. Final report of the Commission on Social Determinants of Health. 2008, World Health Organization: Geneva.

<sup>2</sup> Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, N.Y., June 19–22, 1946; signed on July 22, 1946, by the representatives of 61 states (Official Records of the World Health Organization, no. 2, p. 100) and entered into force on April 7, 1948.

<sup>3</sup> U.S. Department of Health and Human Services, Healthy People 2020 Draft. 2009, U.S. Government Printing Office.

We are here to collaborate with you and your practice to address and tackle these difficult issues. Whether the member is an adult or a child, early recognition and creation of intervention plans is pivotal to success.

### Behavioral health and substance use

Behavioral health services, including all mental health, drug, and alcohol services, are provided by county-specific behavioral health plans.

Members may self-refer for behavioral health services. However, primary care practitioners (PCPs) and other physical health care providers often need to recommend that a member access behavioral health services. For resources and guidance on these topics, please visit [www.amerihealthcaritaspa.com/Providers/Resources/Behavioral health and substance abuse](http://www.amerihealthcaritaspa.com/Providers/Resources/Behavioral%20health%20and%20substance%20abuse). You can also find opioid treatment resources on our pharmacy website at [www.amerihealthcaritaspa.com/Pharmacy](http://www.amerihealthcaritaspa.com/Pharmacy).

---

### Bright Start® program for pregnant members

assesses, plans, implements, teaches, coordinates, monitors, and evaluates options and services required to meet individual health needs to improve prenatal care.

**1-877-364-6797**

---

### Community Health Navigators/Community Health Educators/Community Outreach Solutions (COS)

Our navigators live and work in the communities we serve, conducting educational community outreach events, making home visits for hard-to-reach members, and assisting members in closing their gaps in care.

For more information about our Community Health Navigators and their programs, please visit:

[www.amerihealthcaritaspa.com/provider/resources/community-health-navigators.aspx](http://www.amerihealthcaritaspa.com/provider/resources/community-health-navigators.aspx)

---

**Integrated Health Care Management (IHCM)/complex case management** provides comprehensive case management and disease management services to our highest-risk members.

**1-877-693-8271, option 2**

---

### Let Us Know program

We have support teams and tools to assist in member identification, outreach, and education, and also clinical resources for providers. Contact Integrated Care Management by faxing the Member Intervention Request form to **1-866-208-8145** to request interventions such as:

- Noncompliance with prescribed medications.
- Not showing up for appointments or follow-up care.
- Inappropriate use of the emergency room.
- Transportation issues.

Visit our website to find the Let Us Know program flyer and the form:

[www.amerihealthcaritaspa.com/provider/initiatives/let-us-know/index.aspx](http://www.amerihealthcaritaspa.com/provider/initiatives/let-us-know/index.aspx)

---

### NaviNet®

The Member Clinical Summary report in NaviNet may identify some members who have issues related to social determinants of health, including: education, health literacy, transportation, and material security (food, utilities, child care, clothing, phone, and household needs).

Log on to [www.navinet.net](http://www.navinet.net) to learn more, or contact your provider Account Executive.

---

### Smoking cessation

For quick facts, information about the PA Free Quitline, resources for members and providers, and trainings, please go to:

[www.amerihealthcaritaspa.com/Providers/Initiatives/Smoking Cessation](http://www.amerihealthcaritaspa.com/Providers/Initiatives/Smoking%20Cessation)

---

**Special Needs Unit** coordinates services for new adult and pediatric members and for existing members who have short-term and/or intermittent needs, single-problem issues, and/or multiple comorbidities.

**1-800-684-5503**

---