

## Report Social Determinants of Health when identified during patient visits

Social determinants of health are conditions in the places where people are born, live, learn, work, worship and play that affect a wide range of health risks and outcomes.<sup>1</sup>

These social factors can impose significant barriers to a person's health and wellness and may affect their ability or willingness to follow a recommended treatment plan. By working together to adopt a "whole-person" approach, we can help remove barriers to improved health and enhance quality of life for members.

We encourage you to utilize Social Determinants of Health ICD-10 Z codes on all claims. This data helps us track and identify the unique, social needs impacting our members and connect them to resources.

Any clinician (physician, nurse, social worker, community health worker, case manager or other provider) can document a patient's social needs. Code categories include:

- **Z55** Problems related to education and literacy
- **Z56** Problems related to employment and unemployment
- **Z57** Occupational exposure to risk factors
- **Z59** Problems related to housing and economic circumstances
- **Z60** Problems related to social environment
- **Z62** Problems related to upbringing
- **Z63** Other problems related to primary support group, including family circumstances
- **Z64** Problems related to certain psychosocial circumstances
- **Z65** Problems related to other psychosocial circumstances
- **Z75** Problems related to medical facilities and other health care

Where are you in your health equity and social determinants of health journey? What challenges are you facing? What successes have you achieved? **We want to hear from you.** Your input will help us continue to enhance our efforts and provider resources. [Take our brief survey.](#)

## Learn the advantages of using NaviNet

Did you know your office can submit a claims inquiry and investigation using the Blue Cross Complete provider portal,

NaviNet? Trainings are held quarterly. To register, or if you have questions about enrollment on [Navinet.net](#)\*, contact your provider account executive or call Provider Inquiry at **1-888-312-5713**.

## Encourage your patients to quit smoking

At each visit, continue advising smokers to quit. Offer smoking cessation strategies and medical assistance with smoking cessation. Document member consultations in the medical record and report counseling using these CPT codes on claims submitted to Blue Cross Complete:

- **99406** – Smoking and tobacco use cessation counseling; intermediate, greater than 3 minutes, up to 10 minutes
- **99407** – Smoking and tobacco use cessation counseling; intensive, greater than 10 minutes

We offer members a no-cost, phone-based tobacco cessation program to help make a plan to quit using tobacco and offer support and encouragement to ensure they stick to their plans. Members interested in smoking cessation can call **1-800-QUIT-NOW (784-8669)**, 24 hours, seven days a week.

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## Treat Hep C: Take action

Last year, the Michigan Department of Health and Human Services removed barriers to improve access to treatment for hepatitis C virus for Medicaid and Healthy Michigan Plan beneficiaries. As part of the [We Treat Hep C Initiative](#)\*, MDHHS doesn't require prior authorization for Mavyret® (glecaprevir/pibrentasvir). All professional providers with prescriptive authority can prescribe this treatment to their patients with a hepatitis C diagnosis.

### Resources for providers

- Hepatitis C screening and testing recommendations: [cdc.gov](#)\*
- Recommended Testing Sequence for Identifying Current Hepatitis C Virus (HCV) Infection: [cdc.gov](#)\*
- We Treat Hep C: [michigan.gov/mdhhs](#)\*
- Find a hepatitis C treatment provider in Michigan – New! [Hepatitis C Treatment Provider Directory](#)\*

1The Centers for Disease Control and Prevention, [Social Determinants of Health: Know What Affects Health](#)

\*Our website is [mbluecrosscomplete.com](#). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.