# Non-Medical Drivers of Health Protocol

*This protocol applies to all Community First Health Plans, Inc. (Community First) health care physicians, health care professionals, facilities, and ancillary providers contracted to provide services to Community First Members, capture Non-Medical Drivers of Health (NMDOH), as defined below, and use ICD-10 diagnostic code(s), also called Z-codes, in the medical record and when submitting claims to Community First.*

## WHAT ARE NMDOH?

NMDOH are non-clinical societal and environmental conditions, such as an unsafe living environment or lack of access to adequate food, health care, housing, transportation, or education. Other NMDOH include inadequate social support, behavioral stability support, and employment—conditions that prevent individuals from accessing the health care they need. Research shows that an individual's socioeconomic and psychosocial needs correlate with their health and wellness. Systematically identifying these non-clinical barriers to health care allows Providers and health plans to help patients overcome the barriers of the NMDOH they face by gaining a better understanding how NMDOH conditions influence the treatment process. Using the Z codes associated with these conditions will allow Providers and Community First to collect data and identify solutions that align with Members' needs.

## CODING GUIDANCE

This NMDOH protocol applies to all Community First Members enrolled in Medicare Advantage (HMO), Medicaid, and Commercial products. Community First supports the use of the ICD-10-CM code classification system to collect, screen, and address Members' NMDOH where possible. Providers are strongly encouraged routinely screen and submit clear documentation interoperable across payer systems using CPT codes, HCPCS and ICD-10-CM codes in categories Z55-Z65, when a Member is impacted by social barriers. **See pages 2-8 for further coding guidance**.

## AUDITING COMPLIANCE

The list of ICD-10 diagnostic codes that capture non-medical barriers has been expanded, approved, and incorporated into the ICD-10-CM Official Guidelines for Coding and Reporting (refer to the current year ICD-10-CM manual for additional codes and guidelines). Providers should train staff on these updates to the billing and coding process for complete and accurate medical diagnosis, record keeping, and claim submissions. Community First reserves the right to audit claim submissions retrospectively.

## NMDOH Coding Guide

**Please use the codes listed below when submitting a claim for a Member affected by any non-medical category.** Although this list is not inclusive of all non-medical drivers, it is a step that Providers and Community First can take together toward improving the lives of our Members. NMDOH affect how people live, learn, work, play, and age. The use of accurate coding when submitting claims to will, help us understand the needs of those living in our community, offer benefits that meet our Members' needs, and ultimately improve health outcomes. Providers should stay current on the use of codes, as they may be updated intermittently.

**The following CPT codes can be used in claims to accurately describe services provided to a patient related to housing, food insecurity, and transportation:**

| CPT CODE | DESCRIPTION |
|---|---|
| 96156, 96161 | Food Insecurity Procedures |
| | Homelessness Procedures |
| | Housing Instability Procedures |
| | Inadequate Housing Procedures |
| | Transportation Insecurity Procedures |
| 96160 | Homelessness Procedures |
| | Housing Instability Procedures |
| | Inadequate Housing Procedures |
| | Transportation Insecurity Procedures |
| 97802, 97803, 97804 | Food Insecurity Procedures |

**The following HCPCS codes can be used in claims to accurately describe services provided to a patient related to housing, food insecurity, and transportation:**

| HCPCS CODE | DESCRIPTION | |
|---|---|---|
| S5170 | Food Insecurity Procedures | Home delivered meals, including preparation; per meal |
| S9470 | Food Insecurity Procedures | Nutritional counseling, dietitian visit |

The following ICD-10-CM Z codes can be used in claims to indicate problems related to socioeconomic and psychosocial circumstances (categories Z55-Z65).

| PROBLEMS RELATED TO EDUCATION AND LITERACY | |
|---|---|
| Z55.0 | Illiteracy and low-level literacy |
| Z55.1 | Schooling unavailable and unattainable |
| Z55.2 | Failed school examinations |
| Z55.3 | Underachievement in school |
| Z55.4 | Educational maladjustment and discord with teachers and classmates |
| 255.5 | Less than a high school diploma |
| Z55.8 | Other problems related to education and literacy |
| Z55.9 | Problems related to education and literacy, unspecified |

| ADULT SAFETY | |
|---|---|
| Z63.0 | Problems in relationship with spouse or partner |
| Z63.1 | Problems in relationship with in-laws |
| Z63.3 | Absence of family member |
| Z63.31 | Absence of family member due to military deployment |
| Z63.32 | Other absence of family member |
| Z63.4 | Disappearance and death of family member |
| Z63.5 | Disruption of family by separation and divorce |
| Z63.6 | Dependent relative needing care at home |
| Z63.7 | Other stressful life events affecting family and household |
| Z63.71 | Stress on family due to return of family member from military deployment |
| Z63.72 | Alcoholism and/or drug addiction in family |
| Z63.79 | Other stressful life events affecting family and household |
| Z63.8 | Other specified problems related to primary support group |
| Z63.9 | Problem related to primary support group, unspecified |

| BASIC NEEDS | |
|---|---|
| Z58.81 | Basic services unavailable in physical environment |
| Z58.89 | Other problems related to physical environment |
| Z59.87 | Material hardship due to limited financial resources, not elsewhere classified |

| CHILD WELFARE | |
|---|---|
| **Z62.0** | Inadequate parental supervision and control |
| **Z62.1** | Parent overprotection |
| **Z62.2** | Upbringing away from parents |
| **Z62.21** | Child in welfare custody |
| **Z62.22** | Institutional upbringing |
| **Z62.29** | Other upbringing away from parents |
| **Z59.3** | Hostility toward and scapegoating of child |
| **Z62.6** | Inappropriate (excessive) parental pressure |
| **Z62.8** | Other specified problems related to upbringing |
| **Z62.81** | Personal history of abuse in childhood |
| **Z62.810** | Personal history of physical and sexual abuse in childhood |
| **Z62.811** | Personal history of psychological abuse in childhood |
| **Z62.812** | Personal history of neglect in childhood |
| **Z62.813** | Personal history of forced labor or sexual exploitation in childhood |
| **Z62.814** | Personal history of child financial abuse |
| **Z62.815** | Personal history of intimate partner abuse in childhood |
| **Z62.819** | Personal history of unspecified abuse in childhood |
| **Z62.82** | Parent-child conflict |
| **Z62.820** | Parent-biological child conflict |
| **Z62.821** | Parent-adopted child conflict |
| **Z62.822** | Parent-foster child conflict |
| **Z62.89** | Other specified problems related to upbringing |
| **Z62.890** | Parent-child estrangement NEC |
| **Z62.891** | Sibling rivalry |
| **Z62.898** | Other specified problems related to upbringing |
| **Z62.9** | Problems related to upbringing, unspecified |

| DISABILITY | |
|---|---|
| **Z73.4** | Inadequate social skills, not elsewhere classified |
| **Z73.6** | Limitation of activities due to disability |
| **Z73.89** | Other problems related to life management difficulty |
| **Z73.9** | Problem related to life management difficulty, unspecified |
| **Z74.01** | Bed confinement status |
| **Z74.09** | Other reduced mobility |
| **Z74.1** | Need for assistance with personal care |
| **Z74.2** | Need for assistance at home and no other household member able to render care |
| **Z74.3** | Need for continuous supervision |

| ECONOMIC INSTABILITY | |
|---|---|
| **Z59.5** | Extreme poverty |
| **Z59.6** | Low income |
| **Z59.7** | Insufficient social insurance and welfare support |
| **Z59.86** | Financial insecurity |

| EDUCATION LITERACY | |
|---|---|
| **Z55.0** | Illiteracy and low-level literacy |
| **Z55.1** | Schooling unavailable and unattainable |
| **Z55.2** | Failed school examinations |
| **Z55.3** | Underachievement in school |
| **Z55.4** | Educational maladjustment & discord with teachers and classmates |
| **Z55.5** | Less than a high school diploma |
| **Z55.6** | Problems related to health literacy |
| **Z55.8** | Other problems related to education and literacy |
| **Z55.9** | Problems related to education and literacy, unspecified |

| EMPLOYMENT | |
|---|---|
| Z56.0 | Unemployment, unspecified |
| Z56.1 | Change of job |
| Z56.2 | Threat of job loss |
| Z56.3 | Stressful work schedule |
| Z56.4 | Discord with boss and workmates |
| Z56.5 | Uncongenial work environment |
| Z56.6 | Other physical and mental strain related to work |
| Z56.8 | Other problems related to employment |
| Z56.81 | Sexual harassment on the job |
| Z56.89 | Other problems related to employment |
| Z56.9 | Unspecified problems related to employment |
| Z58.81 | Basic services unavailable in physical environment |

| FOOD INSECURITY | |
|---|---|
| Z59.4 | Lack of adequate food |
| Z59.41 | Food insecurity |
| Z59.48 | Other specified lack of adequate food |

| HOUSING | |
|---|---|
| Z59.0 | Homelessness |
| Z59.00 | Homelessness, unspecified |
| Z59.01 | Sheltered homelessness |
| Z59.02 | Inadequate housing |
| Z59.1 | Inadequate housing, unspecified |
| Z59.10 | Inadequate housing environmental temperature |
| Z59.11 | Other inadequate housing |
| Z59.19 | Discord with neighbors, lodgers, and landlord |
| Z59.2 | Problems related to living in residential institution |
| Z59.3 | Other problems related to living in residential institution |
| Z59.8 | Other problems related to housing and economic circumstances |
| Z59.81 | Housing instability, housed |
| Z59.811 | Housing instability, housed, with risk of homelessness |
| Z59.812 | Housing instability, housed, homelessness in past 12 months |
| Z59.819 | Housing instability, housed unspecified |
| Z59.89 | Other problems related to housing and economic circumstances |
| Z59.9 | Problem related to housing and economic circumstances, unspecified |

| JUSTICE SYSTEM INVOLVEMENT | |
|---|---|
| Z65.0 | Conviction in civil and criminal proceedings without imprisonment |
| Z65.1 | Imprisonment and other incarceration |
| Z65.2 | Problems related to release from prison |
| Z65.3 | Problems related to other legal circumstances |

| OCCUPATIONAL SAFETY | |
|---|---|
| Z57.0 | Occupational exposure to noise |
| Z57.1 | Occupational exposure to radiation |
| Z57.2 | Occupational exposure to dust |
| Z57.3 | Occupational exposure to other air contaminants |
| Z57.31 | Occupational exposure to environmental tobacco smoke |
| Z57.39 | Occupational exposure to other air contaminants |
| Z57.4 | Occupational exposure to toxic agents in agriculture |
| Z57.5 | Occupational exposure to toxic agents in other industries |
| Z57.6 | Occupational exposure to extreme temperature |
| Z57.7 | Occupational exposure to vibration |
| Z57.8 | Occupational exposure to other risk factors |
| Z57.9 | Occupational exposure to unspecified risk factors |
| Z58.6 | Inadequate drinking-water supply |

| SOCIAL SUPPORTS | |
|---|---|
| Z60.0 | Problems of adjustment to life-cycle transitions |
| Z60.2 | Problems related to living alone |
| Z60.3 | Acculturation difficulty |
| Z60.5 | Target of (perceived) adverse discrimination and persecution |
| Z60.8 | Other problems related to social environment |
| Z62.9 | Problems related to social environment, unspecified |
| Z64.1 | Problems related to unspecified psychosocial circumstances |
| Z64.4 | Problems related to multi-parity |
| Z65.8 | Discord with counselors |
| Z65.9 | Other specified problems related to psychosocial circumstances |
| Z60.2 | Problems related to living alone |
| Z60.4 | Social exclusion and rejection |
| Z71.3 | Dietary counseling and surveillance |
| Z71.41 | Alcohol abuse counseling and surveillance of alcoholic |
| Z71.42 | Counseling for family member of alcoholic |
| Z71.51 | Drug abuse counseling and surveillance of drug abuser |
| Z71.52 | Counseling for family member of drug abuser |
| Z71.6 | Tobacco abuse counseling |
| Z71.82 | Exercise counseling |
| Z71.89 | Other specified counseling |
| Z71.9 | Counseling, unspecified |

| STRESS | |
|---|---|
| Z56.3 | Stressful work schedule |
| Z56.6 | Other physical and mental strain related to work |
| Z60.0 | Problems of adjustment to life-cycle transitions |
| Z64 | Problems related to certain psychosocial circumstances |
| Z73 | Problems related to life management difficulty |
| Z73.0 | Burnout |
| Z73.1 | Type A behavior pattern |
| Z73.2 | Lack of relaxation and leisure |
| Z73.3 | Stress, not elsewhere classified |

| TRANSPORTATION | |
|---|---|
| Z59.82 | Transportation insecurity |

# COMMUNITY FIRST
## HEALTH PLANS

| TRAUMA | |
|---|---|
| **Z65.4** | Victim of crime and terrorism |
| **Z65.5** | Exposure to disaster, war, and other hostilities |

| UTILITIES | |
|---|---|
| **Z59.12** | Inadequate housing utilities |

| VETERANS | |
|---|---|
| **Z56.82** | Military deployment status |

| WOMEN'S HEALTH | |
|---|---|
| **Z64.0** | Problems related to unwanted pregnancy |
| **Z64.1** | Problems related to multiparity |
| **Z59.87** | Material hardship due to limited financial resources, not elsewhere specified |