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.”

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.).
4. Physical environment (where a person lives, crowded conditions).
5. Health services (access to quality health care, having or not having health insurance).

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.

---

Resources

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 or www.amerihealthcaritasnortheast.com/Providers/Resources/Behavioral health and substance abuse. You can also find opioid treatment resources on our pharmacy websites at www.amerihealthcaritaspa.com/Pharmacy or www.amerihealthcaritasnortheast.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.

AmeriHealth Caritas Northeast: 1-888-208-9528

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:
AmeriHealth Caritas Pennsylvania
www.amerihealthcaritaspa.com/provider/resources/community-health-navigators.aspx
AmeriHealth Caritas Northeast

Integrated Health Care Management (IHCM)/complex case management

provides comprehensive case management and disease management services to our highest-risk members.

AmeriHealth Caritas Pennsylvania: 1-877-693-8271, option 2
AmeriHealth Caritas Northeast: 1-888-208-5966

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 websites to find the Let Us Know program flyer and the form:
AmeriHealth Caritas Pennsylvania
www.amerihealthcaritaspa.com/provider/initiatives/let-us-know/index.aspx
AmeriHealth Caritas Northeast
www.amerihealthcaritasnortheast.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 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:
AmeriHealth Caritas Pennsylvania
www.amerihealthcaritaspa.com/Providers/Initiatives/Smoking Cessation
AmeriHealth Caritas Northeast
www.amerihealthcaritasnortheast.com /Providers/Initiatives/Smoking Cessation

Special Needs Unit

directs 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.

AmeriHealth Caritas Pennsylvania: 1-800-684-5503
AmeriHealth Caritas Northeast: 1-888-498-0766