



**Thank you for joining!**

**We will begin our webinar shortly.**

**Before we begin, please check that the sound levels on your computer or phone are turned up to hear clearly.**

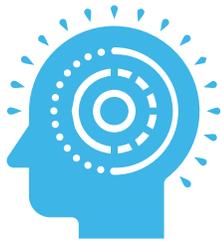
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June 17<sup>th</sup>, 2020





## Social Determinants of Health: Treatment Implications



Anxiety



Depression

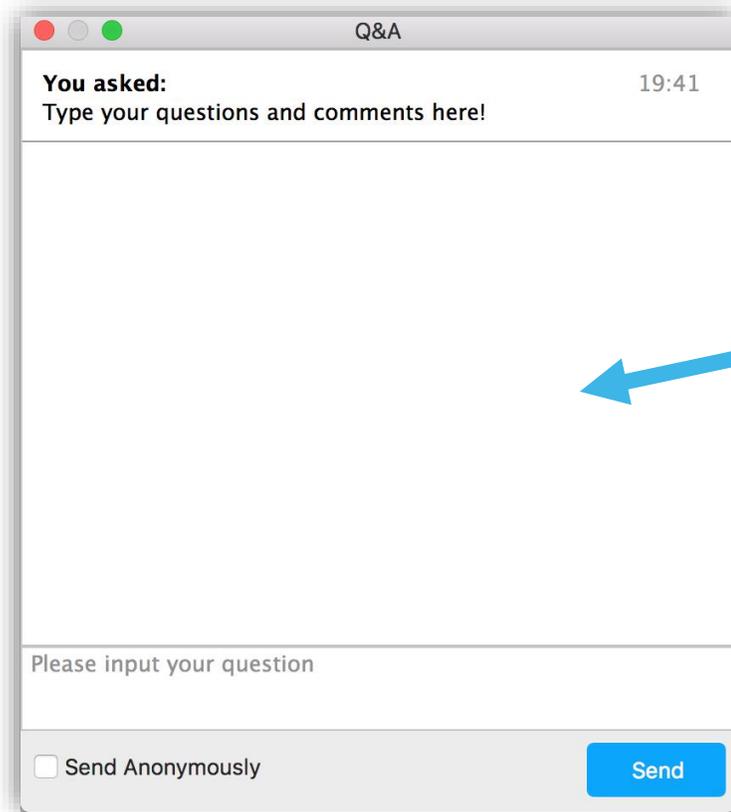


Job loss



Working  
remotely

# House Keeping Items



Q&A

You asked: 19:41  
Type your questions and comments here!

Please input your question

Send Anonymously Send

1. Today's webinar is 1 hour including Q&A.
2. All participants will be muted during the webinar.
3. Polls will be used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
5. This webinar is being recorded and will be posted within 24 hours at [www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/) so you have continued access to the information and resources.

**PLEASE NOTE:** This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or as providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.

# Today's speakers



Rachel Francis, PhD  
Vice President Performance Measurement &  
Improvement



Anne Toland, PhD  
Associate Director of Behavioral Health Services



# What we will discuss today...

The importance of social determinants of health and health disparity and how to assess for them



How COVID-19 is significantly impacting the social determinants of health



Treatment implications when coping with homelessness, food insecurity and economic hardships



Resources to support providers in helping to mitigate SDOH factors exacerbated by COVID-19



Other available resources

Chapter

# 01

## Identifying and assessing social determinants of health



# Social determinants of health impact everyone

Social determinants of health (SDOH) are the complex circumstances in which individuals are born and live that impact their health.

- They include **intangible factors** such as political, socioeconomic, and cultural constructs, as well as **place-based conditions** including accessible healthcare and education systems, safe environmental conditions, well-designed neighborhoods, and availability of healthful food.

*“The conditions in which people are born, grow, live, work and age.”*

*World Health Organization definition <sup>1</sup>*

# Social determinants of health fall into several categories

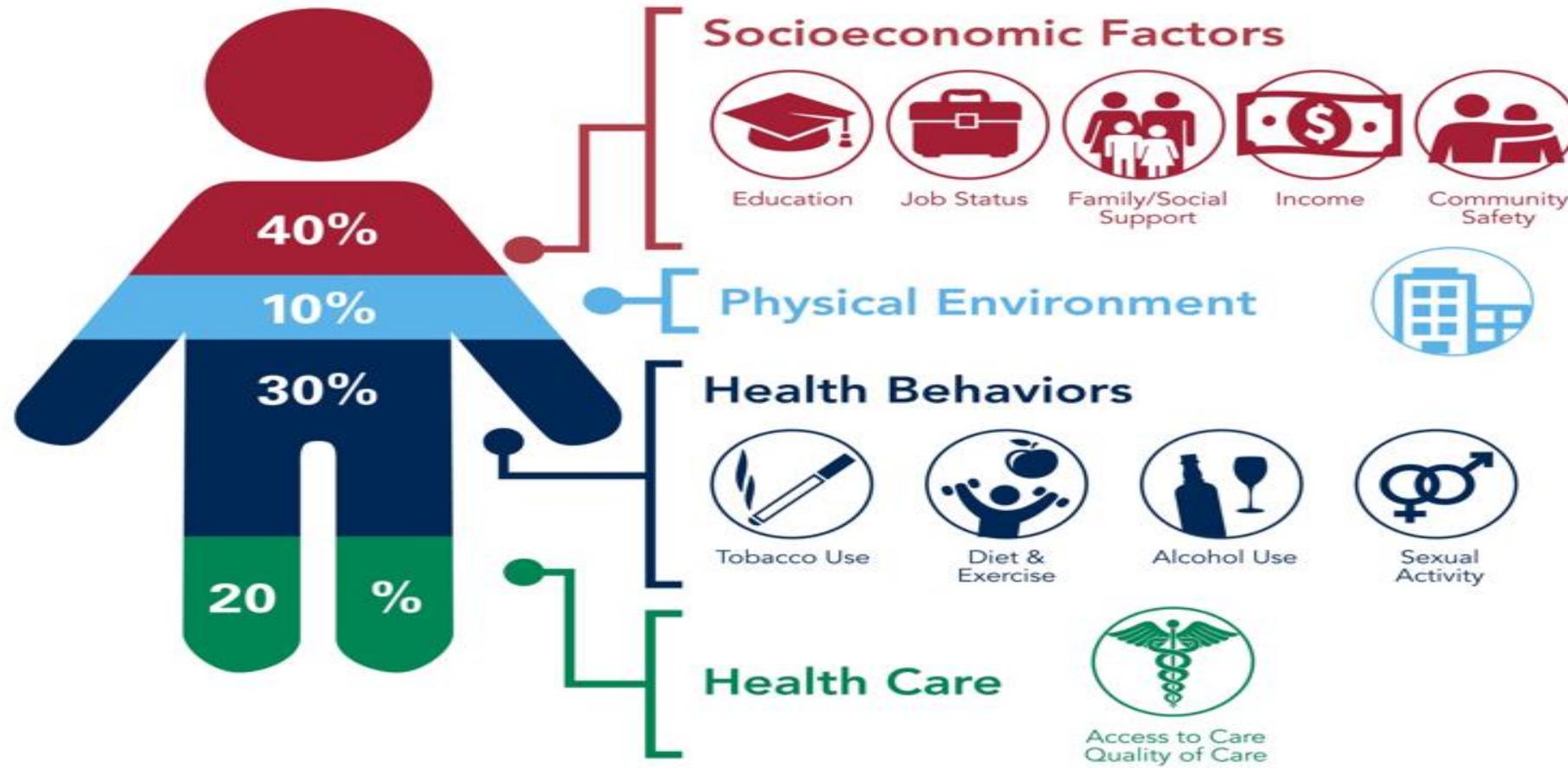
Figure 1  
Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				

**Health Outcomes**  
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

# SDOH impact individual health significantly

“SDOH are the conditions in which people are born, grow, live, work and age.”

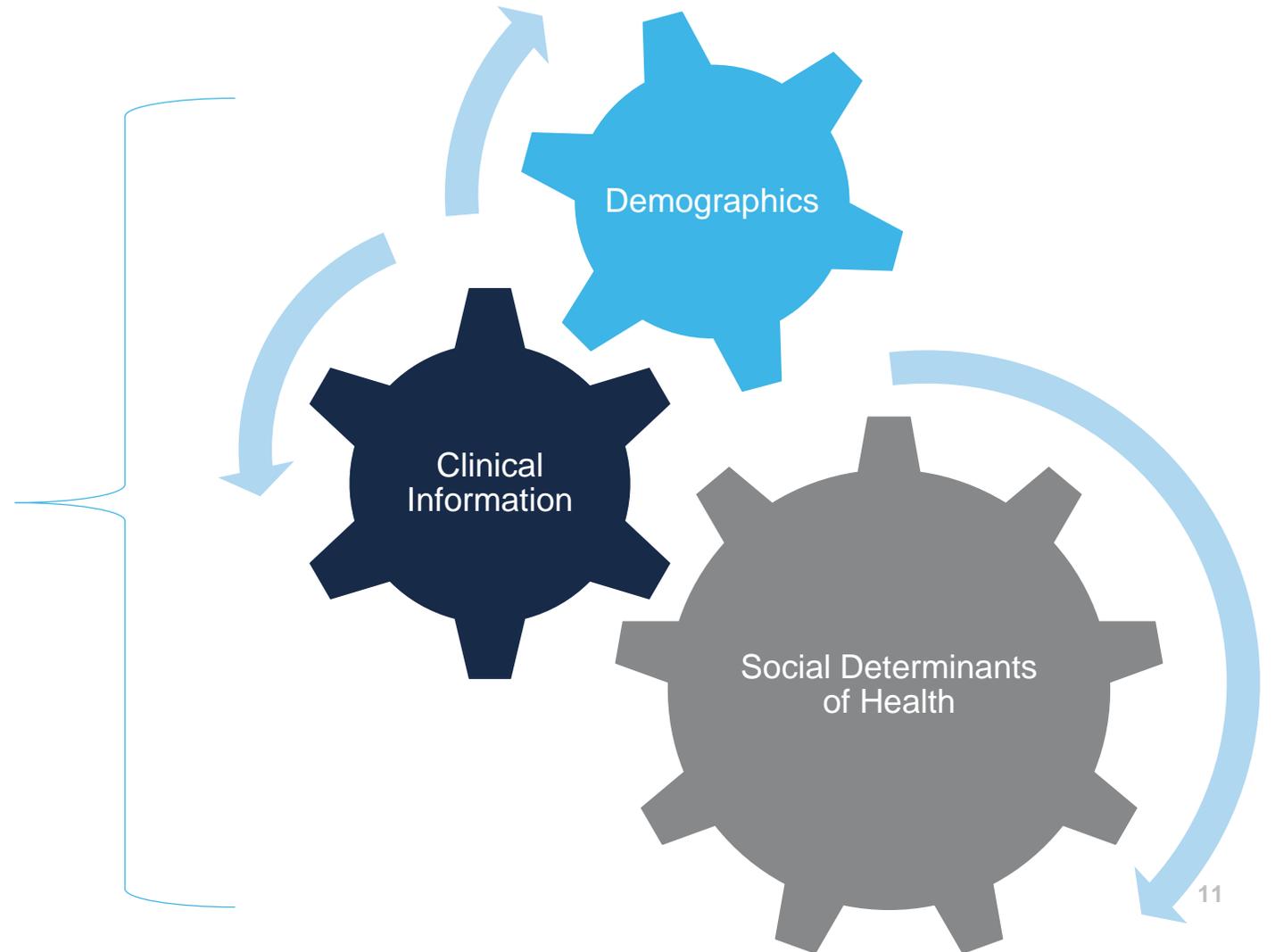


# Understanding SDOH allows providers to deliver quality care

HEALTH IS VARIABLE!

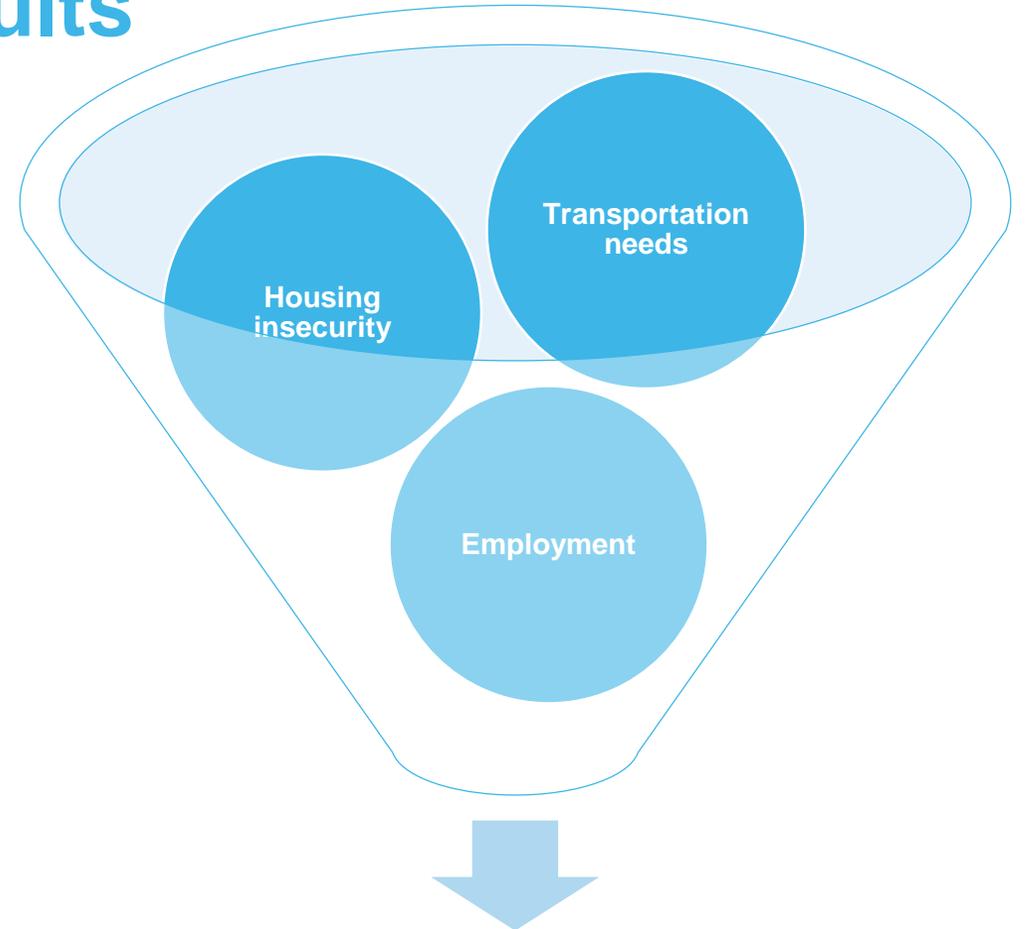
It is important providers have a **full picture** of the member in order to provide appropriate clinical support.

Demographics and clinical information alone do not provide the full picture



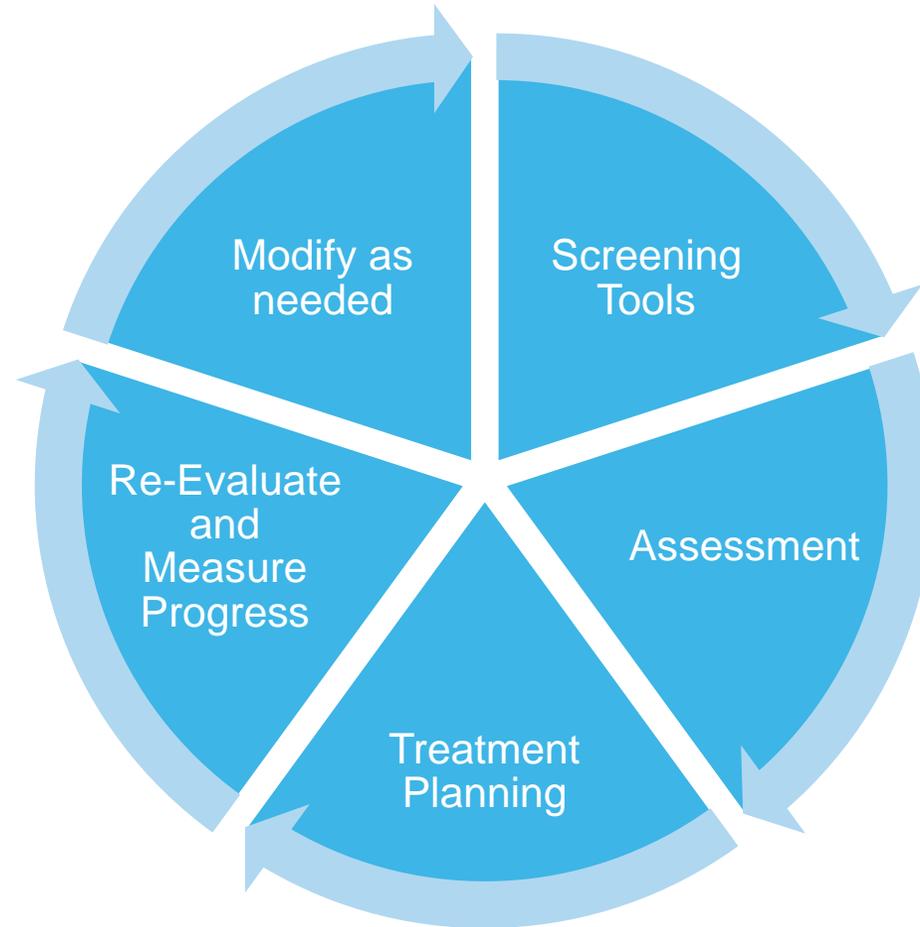
# Members may need support with several SDOH in order to achieve desired clinical results

*Data and research indicates that the SDOH have a higher impact on population health than healthcare, and that a higher ratio of social service spending versus healthcare spending results in improved population health.<sup>3</sup>*



Data on SDOH equips providers to address complex member needs, including making appropriate referrals

# Screening Tools in Action



# Use screenings to inform treatment plans, evaluate risk, and measure progress



Chapter

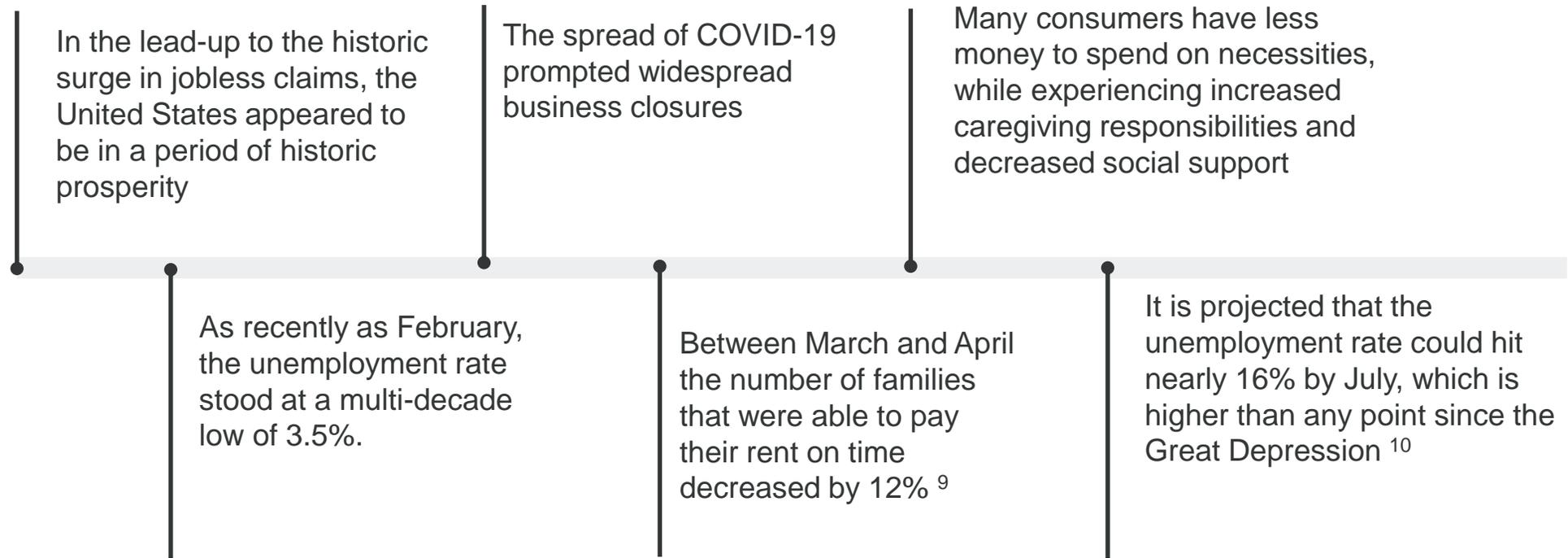
# 02

**Impact of COVID-19  
on commonly  
reported social  
determinants of  
health**



# COVID-19 is exacerbating economic hardship

*Prior to the pandemic, up to 78% of Americans were already living paycheck to paycheck*<sup>8</sup>



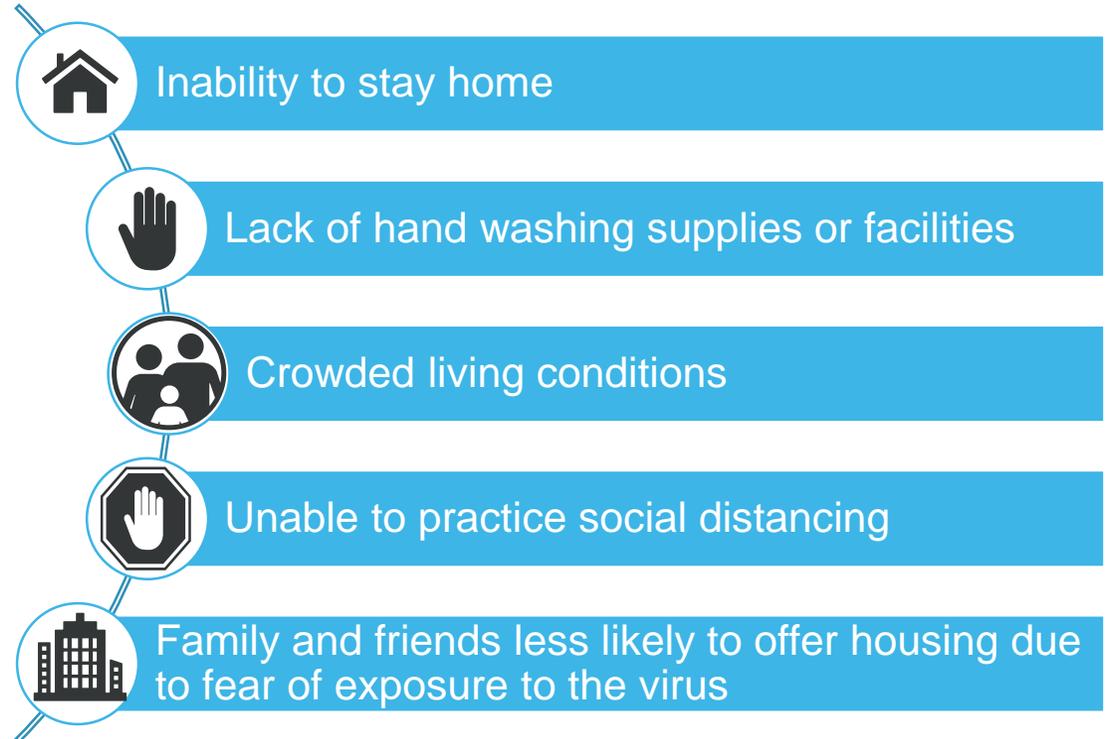
# COVID-19 is highlighting the importance of housing on maintaining health



Prior to COVID-19, 1.5 million Americans experience homelessness each year

COVID-19 disproportionately impacts individuals and families in low income housing, disadvantaged neighborhoods and those who are homeless.

The physical hazards associated with homelessness or living in low income housing consequently hasten the spread of the virus <sup>11</sup>



# COVID-19 has impacted availability of certain goods



Panicked shoppers report widespread shortages and empty aisles



Despite stores pushing on their supply chains many essentials are limited or missing altogether



Farm labor organizations fear increased disruption to the American food supply given new restrictions on guest worker visas<sup>12</sup>

The United Nations World Food Programme (WFP) estimates that **COVID-19 will double the number of people suffering from a food crisis**, pushing it to 265 million<sup>13</sup>

# Pandemic and economic hardship impact individual food supply and food shopping experience



There is an increase in the number of individuals unable to afford adequate food supply



Shortage of food options is particularly difficult for those who live in food deserts or rely on WIC approved groceries

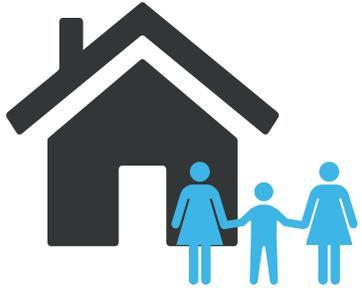


Restriction of the number of people allowed to enter grocery stores, food kitchens, and co-ops



Many people are afraid to go to the grocery store for fear of catching the virus

# COVID-19 has impacted the ability to connect with one another



Social distancing has been a component of quarantine efforts to minimize the spread of COVID-19

Families have lost supports such as childcare, public school, and access to family, friends, community and recreational activities

Social isolation and increased stress result in increased feelings of loneliness and depression

*Loneliness can be as lethal to your health as smoking a pack of cigarettes a day!*<sup>14</sup>

Chapter

# 03

**Provider  
interventions to  
reduce impact  
of SDOH  
exacerbated by  
COVID-19**



# Providers can share an array of coping skills with members to lessen the pandemic's impact

**Emotion-Focused Coping** <sup>15</sup> is helpful when someone needs to take care of their emotional wellbeing when they either don't want to change their situation or when circumstances are out of their control.

**Problem-Focused Coping** is helpful when someone wants to change their situation by removing a stressful thing from their life or trying to change a stressful situation.



# Resources are evolving as the COVID-19 crisis continues

The impact from COVID-19 is fluid and changing!

Check in with members regularly about access to food, housing, and employment

Ask members directly how they are managing and how you can support them

New resources are emerging daily

Be in the know about local community resources!

Remember to refer to critical supportive wrap around services!

# Providers can offer empathy while guiding members through practical steps to deal with economic hardship



Empathize and foster hope about finding solutions to money problems



Recommend **spending every dollar wisely** once member has determined needs and wants

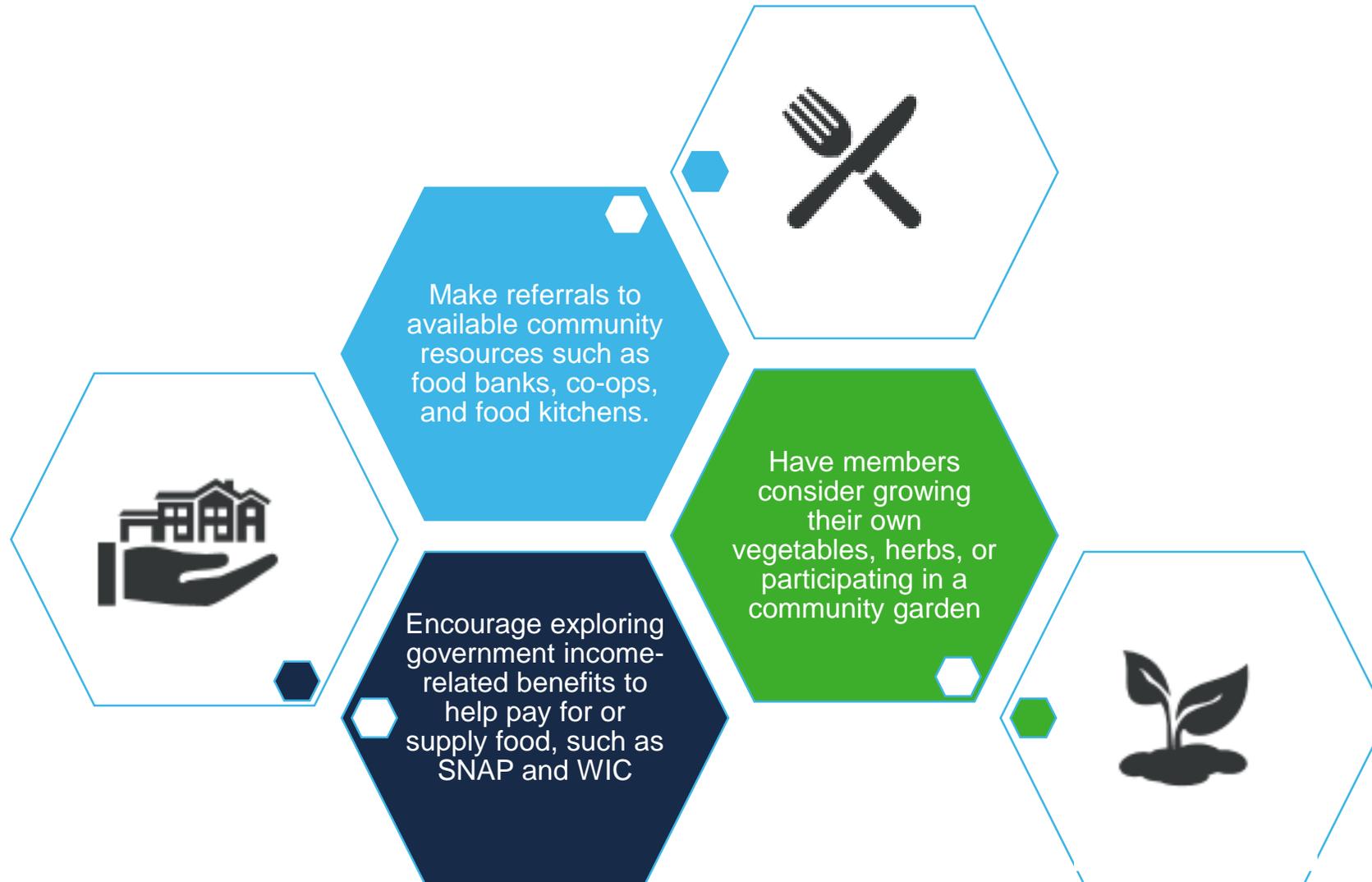
Encourage **cutting spending and thinking about costs ahead of time**



Promote actively **comparing prices, shopping sales** of needed items, and **using coupons** or discounts

Consider referring members to state by state guide to pandemic unemployment assistance benefits

# Supporting members through economic hardship includes appropriate referrals and creativity



# Providers can assist members having housing issues

Coronavirus Aid, Relief, and Economic Security Act (“CARES Act) includes important, immediate protections for tenants and homeowners.

- Housing Help
- Homelessness Resources
- Housing for specialty populations

<https://www.usa.gov/housing-help-audiences>



- Rental Assistance
- General Housing resources
- Housing Fairness support
- Federal eviction moratorium for tenants living in certain types of housing

<https://www.hud.gov/topics>



- Projects for Assistance in Transition from Homelessness (PATH)

<https://pathpdx.samhsa.gov/Public?tab=statandprovidercontacts>



# Providers continue to provide high quality, evidence-based care to support members

**Member needs can change rapidly and frequently during the pandemic.**

Providers stay in touch with their members and encourage best practices that support overall wellness!



Zip or keyword or program name

Search for free or reduced cost services like medical care, food, job training, and more.

Select Language 



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



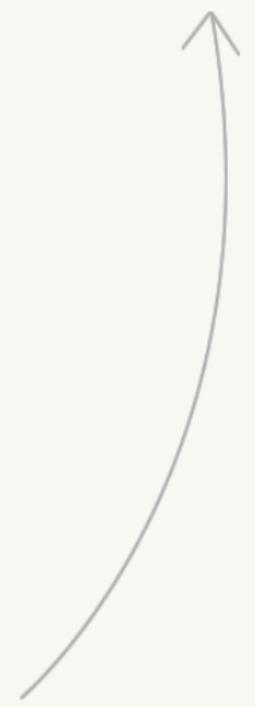
WORK



LEGAL

**1611 programs**  
**serve people in**  
**Scranton, PA (18505)**

Type a search term, or pick a category



Zip or keyword or program name

Search for free or reduced cost services like medical care, food, job training, and more.

Select Language



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL

- Financial Assistance >
- Financial Education >
- Government Benefits >
- Insurance >
- Loans >
- Tax Preparation >

Financial Assistance - All (481)

- help pay for childcare (14)
- help pay for food (19)
  - government food benefits (3)
- help pay for healthcare (223)
  - disability benefits (15)
  - discounted healthcare (2)
  - health insurance (13)
  - medical supplies (54)
  - prescription assistance (59)
  - transportation for healthcare (18)

- help pay for housing (64)
  - help pay for internet or phone (8)
  - help pay for utilities (27)
- help pay for school (62)
  - books (12)
  - clothes for school (1)
  - financial aid & loans (18)
  - supplies for school (2)
- help pay for transit (22)
  - bus passes (1)

- help pay for gas (5)
- help pay for work expenses (2)

Type a search term, or pick a category

# Wrap up



Collect SDOH information on your members using a validated assessment tool



Stay updated on your local and state resources , refer to **Aunt Bertha** - an online directory of social service organizations for your specific geographical area. <https://www.auntbertha.com/>



Familiarize yourself with which agencies offer community based services for the homeless and food insecure populations. Collaborate with local community partners (e.g., churches, food banks, daycare organizations, housing agencies, domestic violence programs, etc.) to provide needed services and resources

Helpful services include:  
Community Outreach  
Peer Supports  
Recovery Coaches  
Case Management

Chapter

# 04

References &  
Additional  
Resources

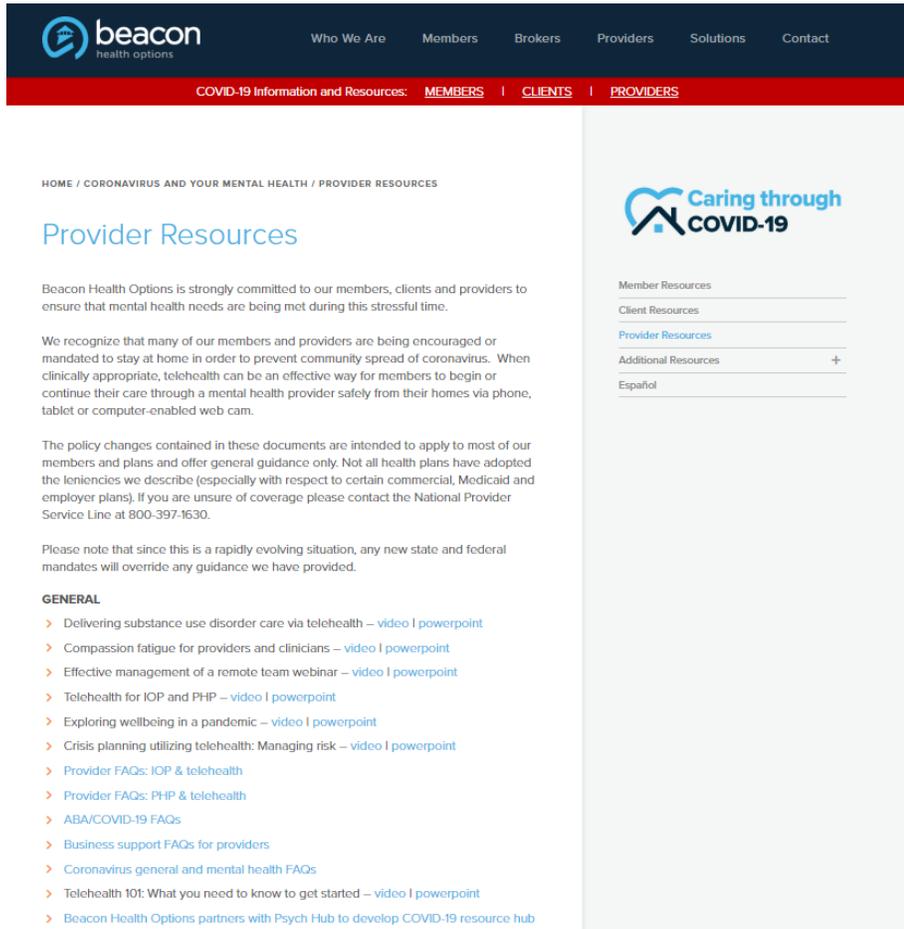


# Refer to Beacon's COVID-19 webpage for the most up-to-date information

[Coronavirus Provider Resources \(Link\)](#)  
[Provider Webinars \(Link\)](#)

## Upcoming Provider Webinars

- 1. June 24, 2020 – COVID-19: Exposure to secondary trauma and provider resiliency**
- 2. July 1, 2020 - Suicide: Prevention and care during the COVID-19 pandemic and beyond**



The screenshot shows the Beacon Health Options website's COVID-19 Provider Resources page. The header includes the Beacon logo and navigation links: Who We Are, Members, Brokers, Providers, Solutions, and Contact. A red banner below the header reads "COVID-19 Information and Resources: MEMBERS | CLIENTS | PROVIDERS". The main content area features a breadcrumb trail: HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES. The title "Provider Resources" is displayed in blue. The text states: "Beacon Health Options is strongly committed to our members, clients and providers to ensure that mental health needs are being met during this stressful time." It continues: "We recognize that many of our members and providers are being encouraged or mandated to stay at home in order to prevent community spread of coronavirus. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care through a mental health provider safely from their homes via phone, tablet or computer-enabled web cam." A policy change notice follows: "The policy changes contained in these documents are intended to apply to most of our members and plans and offer general guidance only. Not all health plans have adopted the leniencies we describe (especially with respect to certain commercial, Medicaid and employer plans). If you are unsure of coverage please contact the National Provider Service Line at 800-397-1630." A disclaimer states: "Please note that since this is a rapidly evolving situation, any new state and federal mandates will override any guidance we have provided." A "GENERAL" section lists various resources with blue arrows: "Delivering substance use disorder care via telehealth – video | powerpoint", "Compassion fatigue for providers and clinicians – video | powerpoint", "Effective management of a remote team webinar – video | powerpoint", "Telehealth for IOP and PHP – video | powerpoint", "Exploring wellbeing in a pandemic – video | powerpoint", "Crisis planning utilizing telehealth: Managing risk – video | powerpoint", "Provider FAQs: IOP & telehealth", "Provider FAQs: PHP & telehealth", "ABA/COVID-19 FAQs", "Business support FAQs for providers", "Coronavirus general and mental health FAQs", "Telehealth 101: What you need to know to get started – video | powerpoint", and "Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub". On the right side, there is a "Caring through COVID-19" logo and a menu with links for "Member Resources", "Client Resources", "Provider Resources" (highlighted in blue), "Additional Resources" (with a plus sign), and "Español".

# Resources

- **SDOH Resources**

- Aunt Bertha (online directory of social services organizations): <https://www.auntbertha.com>
- **Federal Assistance Programs**
  - <https://www.hud.gov/topics/homelessness/localassist>
  - <https://nationaldiaperbanknetwork.org>
  - <https://www.fns.usda.gov/wic> ; <https://www.fns.usda.gov/wic/wic-fact-sheet>
  - <https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program>
  - <https://www.fns.usda.gov/nslp>
  - <https://www.nhlp.org/wp-content/uploads/2020.03.27-NHLP-CARES-Act-Eviction-Moratorium-Summary.pdf>

- **Beacon Health Options**

- Coronavirus & Mental Health: <https://www.beaconhealthoptions.com/coronavirus/>
- Resources for Providers: <https://www.beaconhealthoptions.com/coronavirus/provider-resources/>
- Psych Hub: <https://psychhub.com/covid-19/>
- Additional Resources: <https://s21151.pcdn.co/wp-content/uploads/Coronavirus-Additional-Resources.pdf>
- COVID-19 FAQ <https://s21151.pcdn.co/wp-content/uploads/Business-support-FAQs-for-providers.pdf>

- **The Center for the Study of Traumatic Stress**

- Publications and resources for providers, families, and leaders: <https://www.cstsonline.org/resources/resource-master-list/coronavirus-and-emerging-infectious-disease-outbreaks-response>

- **The Center for Disease Control and Prevention (CDC)**

- Latest data and status on the spread, symptoms and testing, preparation guidelines, and more: <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html>
- Guidance for health care professionals: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>
- Managing Anxiety and Stress: [https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fcoping.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fcoping.html)

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Chapter

# 05

Questions



# Thank You



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## Contact Us



This presentation will be posted at  
[www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/)

### CONTACT US:

Beacon's National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact

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