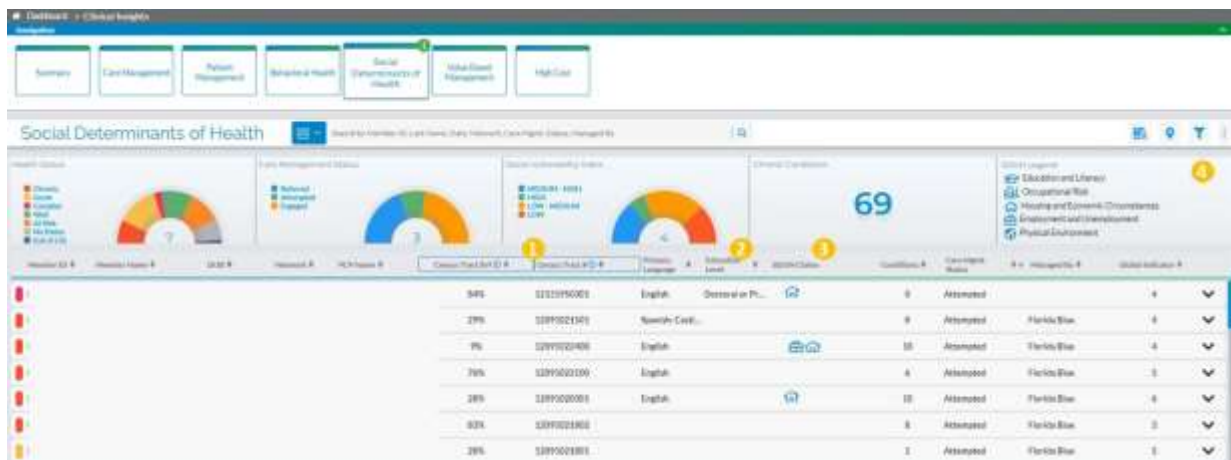# Enhancements to ProviderVista Include
Social Determinants of Health Dashboard

As we continue to make efforts to remove barriers that may be preventing some of your patients – our members – from being as healthy as possible, we have integrated a Social Determinants of Health (SDOH) tool into ProviderVista.

The SDOH tool is only available on ProviderVista and provides a dashboard with helpful data, a resource library, and the ability to report SDOH information. Capturing and reporting your patients' ICD-10 Z codes **helps us better understand the needs of your patients**. It also provides helpful information on the community and potential challenges impacting our members' ability to carry out your recommended treatment plan.

The SDOH dashboard in the Clinical Insights section of the portal. We encourage you to use this tool for a holistic view of the patient as well as to identify potential barriers your patients may be facing. Also, please remember the Florida Blue Retail Centers are an additional resource available to all Floridians. We are ready to assist and recommend community partners or resources for all your patients.

The first image shows you where to find the Social Determinants of Health tile inside the portal.

Clicking on the colored charts at the top displays a member's health status, care management status, social vulnerability index (#1 in image above) and chronic conditions. On this screen you will also see any information captured regarding the patient's preferred language, education level (#2 above), SDOH claims (#3 above) and conditions. The SDOH Legend (#4 above) is explained below.

The **Care Management Status** column will show whether the member is to be referred to a care partner, if the partner has attempted to contact the member, and if the member has engaged in the program.

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.

113393 0423R

Some tiles within the SDOH dashboard display a **Global Indicator** in the bar under the SDOH Legend to the far right. Hovering your cursor over the number in this field lists all Clinical Insights dashboards for that patient, such as Behavioral health, SDOH and High Cost.

Above are closeups of two features of the SDOH dashboard. The **social vulnerability index** measures an area's vulnerability to SDOH factors. This is not member-specific data. The SDOH Claims column displays a set of icons based on information available. The SDOH Legend explains these icons.

The SDOH area displays determinants such as certain conditions and global indicators that may impact a patient's health.

The image to the left may help show a patient's housing and employment status as captured through Z codes.

There are several resources available to help you learn more about SDOH. You can click on the book icon in the top bar to reach the Portal Learning Center shown below and access valuable materials.

Links related to the Social Determinants of Health are available within the portal but are also listed below. We encourage you to review them, along with the above screenshots, to learn more.

- [Advancing Health Equity by Addressing SDOH](#)
- [Embed Racial Justice and Advance Health Equity](#)
- [Take Action for our Health](#)
- [Taking Action for our Health](#)
- [What is Epigenetics?](#)
- [Successful Evidence-Based Strategies and Current Federal Efforts](#)
- [What are social determinants of health?](#)
- [Community Strategies for Preventing Chronic Disease](#)
- [Minority Health and Health Disparities](#)
- [Improving the Health of Floridians](#)

Thank you for your ongoing support to advance health equity, remove barriers, and improve health for all your patients. We appreciate the care you provide to our members every day.

For questions related to performance of the provider portals, email us at ProviderVista@bcbsfl.com.

Other Helpful Information About Our Provider Portals
Some recent enhancements to our provider portals were communicated in late 2022. You can access the bulletins published in [November](#) and [December](#) to learn about the latest enhancements.

Want to Learn More About Portal Features?
Be sure to check out the Provider Portal User Guide. To ensure you are familiar with the new sections and continue to get the most from the recent enhancements, we have updated the user guide. The guide walks you through each of the functional tabs within the dashboard with helpful screen shots. You may access it from the Provider Portal banner or within the Florida Blue Payer Space at Availity®[1].

[1]Availity, LLC is a multi-payer joint venture company. Visit [availity.com](#) to register.