

# NCQA Health Outcomes:

## Member-Focused Quick Reference



### Buckeye's Role in Supporting Equitable Care

- ✓ Facilitate Language & Accessibility Services
- ✓ Monitor and Improve Member Outcomes
- ✓ Improve Member Experience & Trust
- ✓ Address Social Determinates of Health (SDoH)



### Z-Code and SDoH Documentation Tips

- ✓ **Screen for Social Needs**  
(Food, Housing, Transportation)
- ✓ Document **Z Codes** for SDoH (Z55-Z65)
- ✓ Capture only what's relevant and accurate
- ✓ Refer to community resources for support

### From Health Equity to Health Outcomes

| Current Focus           | Future Emphasis          | Our Role                  |
|-------------------------|--------------------------|---------------------------|
| Language Access         | Interpreter Services     | Provide Language Support  |
| Cultural Competency     | Better Member Experience | Promote Inclusive Care    |
| Race and Ethnicity Data | Stratified Outcomes      | Collect and Report Data   |
| Accessible Network      | Reduce Care Gaps         | Ensure Access to Services |
| Community Partnerships  | Coordinate Resources     | Connect Members to CBOs   |



**Better Access. Better Experience. Better Outcomes.**