

How to submit health equity identifiers in roster templates

Quick reference guide

Make it easy for culturally diverse patients to find health care professionals at your practice who understand their language and culture. By including health equity data and qualifications in your roster submissions, you'll help serve the social, cultural and linguistic needs of our members. This guide explains why we request certain demographic information and how to input the information in your roster template. Review the [Delegate Roster Submission Data Dictionary](#) for field definitions and formats.

Race and ethnicity

Health care professionals provide race and ethnicity data with us on a voluntary basis. Some members may prefer to choose providers who share their racial or ethnic background, believing these providers might better understand their unique health concerns and cultural practices. We don't prioritize or tier health care professionals based on race or ethnicity or assign members using this data. It also has no impact on rates, fees or claim payments.

How to enter the information

Race and ethnicity data is located on our standard roster template under "Provider's Identifying Information." Race options align to the Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR) standards Level 1, and the Office of Management and Budget.

To provide additional descriptions, please reference levels 1-3 of the [HL7 FHIR Standards v3 Race](#).

Spoken and written languages

Information on the spoken and written language used at a practice is included for individual health care professionals and staff. Having access to interpreter services and knowing the languages spoken at a medical office can significantly enhance the quality of care and help ensure all members receive the attention and treatment they need.

How to enter the information

Select all non-English languages the health care professionals, staff and/or interpreters can use to communicate with members about medical care. Refer to the following table for the appropriate codes in each category.

Language indicators			
Spoken at this location	Spoken by	Written at this location	Written by
Enter "MIT" if the office provides translation and interpretive language services through a third-party vendor.	P - Provider S - Staff B - Both provider and staff I - Skilled interpreter X - Interpreter and staff Y - Interpreter and physician A - All U - Unknown	Enter "MIT" if the office provides translation and interpretive language services through a third-party vendor.	P - Provider S - Staff B - Both provider and staff I - Skilled interpreter X - Interpreter and staff Y - Interpreter and physician A - All U - Unknown
English will be listed as a default, unless otherwise noted.	P (Provider) will default, unless otherwise specified.	English will be listed as a default, unless otherwise noted.	P (Provider) will default, unless otherwise specified.

Cultural competency training

Health care professionals who integrate culturally competent care into their practice increase patient engagement, improve patient safety and reduce disparities in care. We document and report this information by categories to reflect the type of training completed or skills obtained.

How to enter the information

Use the following categories to report the cultural competency training completed by health care professionals at your practice:

- **SCC** = Chronic Conditions/Clinical Care/Specialized Interest
- **CH** = Cultural Humility
- **LIT** = Language, Interpretation and Translation
- **LGB** = LGBTQ+ Communities
- **PWD** = People with Disabilities
- **SDH** = Social Determinants of Health (SDoH)

Areas of expertise

Health care professionals use Areas of Expertise (AOE) to showcase in the provider directory their unique experience, training and certifications. Members frequently search by AOE's to find specific services they need to improve their health.

How to enter the information

The AOE indicator is distinct from a health care professional's practicing specialty and clinical focus. For example, a family practitioner might indicate they offer medication-assisted treatment (MAT) services. Visit our [Area of Expertise indicators](#) guide for a list of available AOE options.



Telehealth

Using telecommunications and digital communication technologies to deliver and facilitate health and health-related services is becoming more prominent in communities. Telehealth can help bridge care gaps in areas underserved by physical health care facilities. Its services include medical care, provider and patient education, health information services and self-care.

How to enter the information

Indicate whether the practice location offers telehealth services. If “yes,” specify if the service is audio-only or audio-and-visual services. Include if the health care professional currently accepts patients who use and/or prefer telehealth services. Refer to the following table for the appropriate codes to enter in each category.

Telehealth services		
Service types	Scheduling types	Provider acceptance indicator
A - Audio only V - Audio and video N or blank - Neither/Not offered	O - On-demand S - Scheduled B - Both on-demand and scheduled Blank - Defaults to “Unknown”	N - New patients only E - Existing patients only B - Both existing and new patients Blank - Defaults to “Unknown”
Reported designations may be published in UnitedHealthcare directories.		

Questions? We're here to help.

For chat options and contact information, visit UHCprovider.com/contactus.