

# Area of Expertise indicators

## Quick reference guide

### Overview

Area of Expertise (AOE) is an indicator within our medical directory that displays a health care professional's unique experience, training and certifications. This indicator helps members identify in-network health care professionals who can best meet their special health care needs.

The AOE indicators are distinct from a health care professional's practicing specialty and clinical focus. For instance, an OB/GYN may have a clinical focus in endometriosis and infertility, and have expertise in working with visually impaired individuals.

### Available indicators

You can include the following Area of Expertise indicators in the UnitedHealthcare commercial, UnitedHealthcare Community and UnitedHealthcare® Medicare Plan:

#### Age expertise

- Ages 13-18 – Adolescents (ADOL) – Get care for a specific age that focuses on the medical and behavioral conditions that can happen during adolescent/teen years
- Ages 25-44 – Adults (ADUL) – Get care for a specific age that focuses on conditions that can happen to adults
- Ages 65+ – Older adults (AGED) – Get care for a specific age that focuses on conditions that can happen to older adults
- Adolescent care (SP05) – Access care for individuals 13-18 years old that focuses on the emotional and behavioral changes that can happen during adolescent/teen years
- Childcare (SP10) – Access care for individuals 6-12 years old that focuses on the emotional and behavioral changes that can happen during childhood
- Ages 0-23 months – Infants (INFT) – Get care that focuses on medical, behavioral, emotional and developmental changes that can happen during early childhood
- Ages 45-64 – Middle-aged adults (MAA) – Get care for a specific age that focuses on conditions that can happen to older adults
- Ages 6-12 – Older children (OC) – Get care that focuses on medical, behavioral, emotional and developmental changes that can happen during childhood
- Preschool age care (SP68) – Access care for individuals 0-5 years old that focuses on emotional, behavioral and developmental changes that can happen during preschool years
- Ages 19-24 – Young adults (YA) – Get care for a specific age that focuses on conditions that can happen to younger adults
- Ages 2-5 – Younger children (YC) – Get care that focuses on medical, behavioral, emotional and developmental changes that can happen during childhood

## Conditions treated

- Attention deficit disorders (ADHD) (E025) – Get care for a condition where it’s hard for a person to pay attention and sit still. A person may act without thinking and it can be hard to learn new things.
- Asthma remediation (ASRM) – Asthma remediation seeks to improve asthma health by removing triggers from the home environment
- Blindness or visually impaired (BVI) – Get care for individuals with the inability to see (blindness) or a person who needs help by using glasses, contacts or surgery
- Chronic illness (CIL) – Access care for individuals living with a long-term illness, such as HIV/AIDS, arthritis, diabetes, heart disease and chronic obstructive pulmonary disease (COPD)
- Co-occurring disorders (CODT) – Access care for a condition where an individual has a mental illness and substance use disorder
- Developmentally disabled (DD) – Get care for a condition where a person develops slower than others; commonly begins in childhood
- Genetic inherited or congenital disorder – Get care from a provider who treats people with diseases they were born with
- Hearing-impaired populations (HIMP) – Get care for a condition where an individual has mild, moderate or total loss of hearing
- HIV/AIDS (HV) – Get care for individuals living with HIV/AIDS
- Intellectual and developmental disability (IDD) – Care for conditions that affect multiple areas of functioning. This includes some combination of intellectual, social, emotional, physical and practical skills through experience, training or skills in providing medical, behavioral or ancillary care.
- Neurodevelopment/neurodiversity disabilities – Get care from a provider who specializes in or has experience in treating patients with neurodevelopment or neurodiversity disabilities
- Obesity medicine (OBM) – A health care professional with specialized knowledge in obesity care
- Pediatric autoimmune neuropsychiatric disorders associated with streptococcal infections (PANDAS) and pediatric acute-onset neuropsychiatric syndrome (PANS) – Access care for the treatment of PANDAS and PANS
- Physical disabilities (PDB) – Access care for an individual with a physical disability, such as cerebral palsy, cystic fibrosis and multiple sclerosis
- Postpartum depression/maternal mental health (E198) – Receive care for postpartum depression as well as other mild to moderate maternal mental health conditions
- Serious mental illness (SMI) – Access care for individuals with a serious mental illness through experience, training or skills in providing medical care for them
- Sleep-wake disorders (E230) – Get care for sleep disorders affecting the quality, timing and amount of sleep an individual gets, which causes problems with daily function
- Speech impairment – Get care from a provider who treats patients with speech impairments
- Spinal cord/brain injury (SCBI) – Get care from a provider who treats patients with spinal cord or brain injuries
- Substance use disorder (SUD) – Get care for a condition where the use of legal or illegal drugs and/or alcohol leads to significant health problems or harm
- Traumatic brain injury – Get care from a provider who treats patients with a brain injury

## Procedure expertise

- Gender-affirming care (GAC) – Access care from a health provider who is culturally and medically competent to treat members seeking gender affirmation, including those who have already transitioned
- Gender-affirming - Hormone therapy (CSHT) – A form of hormone therapy in which sex hormones and other hormonal medications are administered to individuals for the purpose of more closely aligning their secondary sexual characteristics with their gender identity
- Gender-affirming surgery (FTMB) – Bottom – Surgical procedure (or procedures) by which a person’s physical appearance and function of their existing sexual characteristics are altered to resemble that socially associated with their identified gender. This provider performs female-to-male bottom (below the waist) surgery.
- Gender-affirming surgery (FTMT) – Top – Surgical procedure (or procedures) by which a person’s physical appearance and function of their existing sexual characteristics are altered to resemble that socially associated with their identified gender. This provider performs female-to-male top (above the waist) surgery.
- Gender-affirming surgery (MTFB) – Bottom – Surgical procedure (or procedures) by which a person’s physical appearance and function of their existing sexual characteristics are altered to resemble that socially associated with their identified gender. This provider performs male-to-female bottom (below the waist) surgery.
- Gender-affirming surgery (MTFT) – Top – Surgical procedure (or procedures) by which a person’s physical appearance and function of their existing sexual characteristics are altered to resemble that socially associated with their identified gender. This provider performs male-to-female top (above the waist) surgery.
- Gender-affirming - Electrolysis/hair removal (TEHR) – Hair removal in advance of genital reconstruction prescribed by a physician for the treatment of gender dysphoria
- Gender-affirming - Facial surgery (TFFS) – A set of cosmetic surgical procedures that alter facial features to closer align to gender identity

## Programs offered

- Centering pregnancy (CP) – Centering pregnancy is a group prenatal care program for expectant parents of similar gestation that allows for increased time with the provider, as well as group discussion, education and support
- Day habilitation (DHP) – Day habilitation is person-centered. It gives participants more choices over their daily activities. They can explore new areas of interest, become more involved within their communities, develop communication and interpersonal skills and set and pursue personal goals.
- Diabetes prevention program (DPP) – A program that focuses on providing care and information for prediabetes and type 2 diabetes
- Foster care agency (E478) – State-designated agency that provides a temporary living situation for children
- Provider-led integrated care coordination (PLIC) – A community-based program that is led by a provider or team of providers to help individuals with medical and mental conditions to help better manage their needs (Medicaid only)

## Provider certification(s)

- Pediatric sexual abuse examination (PSAE) – Health care professionals who can perform forensic exams to confirm sexual abuse

## Services offered

- Air transport (AIRT) – An emergency vehicle used for transporting patients to a health care facility after illness or injury, usually rotary-wing (helicopter) or fixed-wing (plane)
- Bariatric surgery (BARS) – A health care professional who specializes in bariatric surgery
- Breastfeeding - Lactation consultant and support (BLCS) – Get support with breastfeeding

## Services offered (cont.)

- Community transition services/nursing facility transition to a home (CTSH) – Helps individuals live in the community and avoid further institutionalization
- EEG – Diagnostic testing that shows brain activity and detects abnormalities
- Enhanced care management/health home (ECMH) – Specialized case management services for specific population of members
- Environmental accessibility adaptations (EAA) – Environmental accessibility adaptations are physical adaptations to a home that are necessary to ensure the health, welfare and safety of the individual or to enable the individual to function with greater independence in the home
- Foster care (E445) – Foster care (also known as out-of-home care) is a temporary service provided by states for children who cannot live with their families
- Gender-affirming care (GAC) – Access care from a health provider who is culturally and medically competent to care for members seeking gender affirmation
- Home visiting services (HVS) – Provides supportive services for pregnant individuals during pregnancy and childbirth, as well as support for parents and children during the postpartum period
- Homelessness (HLC) – Access to services specifically for mental, emotional, physical and financial support of the effects that can occur with homelessness
- Homemaker services (HMSV) – Homemaker services are provided for individuals who need assistance with activities of daily living (ADLs) such as bathing, dressing, toileting, ambulation or feeding
- Intellectual/developmental disability accommodations (IDDA) – Examples are ensuring places and services are easy to use; private or sensory rooms; using clear simple language, visual aids, simplified instructions; extra time/assistance with tasks; offering additional support/guidance; involving support network
- Intensive behavioral health community transition services (IBCT) – A program that is short but intense that helps individuals with serious mental illnesses and/or substance use contribute to their communities with the proper tools they need for daily life (Medicaid only)
- Intensive behavioral health family transition services (IBFT) – A program that is short but intense that helps families with serious mental illnesses and/or substance use contribute to their communities with the proper tools they need for daily life
- Land transport (LNDD) – An emergency vehicle used for transporting patients to a health care facility after illness or injury. Usually ground (surface) ambulance.
- LGBTQ+ supportive (E479) – Access care from a provider who is culturally sensitive to and understands the health needs of the LGBTQ+ community
- Medical-tailored meals (MTM) – Home-delivered meals to assist members with nutrition
- Mental health disability accommodations (MHDA) – Examples are ensuring places, services are easy to use, calm quiet environments; using clear simple language, visual aids, simple explanations; flexible appointment times; providing emotional support, involving support network; assisting with medication management
- Nursing facility transition/diversion (NFTD) – Facilitate nursing facility transition back into a homelike, community setting and/or present skilled nursing admissions for members with an imminent need for nursing facility level of care
- Personal care services (PCS) – Personal care services are provided for individuals who need assistance with activities of daily living (ADLs) such as bathing, dressing, toileting, ambulation or feeding. Personal care services can also include assistance with instrumental activities of daily living (IADLs) such as meal preparation, grocery shopping and money management.
- Prescribing (ELPR) – A prescriber's ability to electronically send an accurate, error-free and understandable prescription directly to a pharmacy from the point of care
- School-based clinics (SBC) – Offers health care to students at school

## Services offered (cont.)

- Short-term post-hospitalization housing (SPHH) – A place for homeless members with high medical or behavioral needs to continue their recovery post discharge
- Sobering centers (SOBC) – Alternative place for people who are found to be intoxicated (due to alcohol and/or other drugs) and would otherwise be transported to the emergency department or jail
- Supportive housing services (HCBS) – Supportive housing services include pre-tenancy and tenancy support services intended to help members attain and maintain safe, affordable housing

## Telehealth

- Telemedicine (THS) – Real-time, confidential health care through virtual chat or audio only over the phone
- Telehealth (THTH) – Telehealth is a health service that requires the use of advanced telecommunications technology, delivered by a licensed or certified health professional acting within the scope of the health professional's license or certification
- Telemonitoring (TMNT) – Home telemonitoring is a health service that requires scheduled remote monitoring of data related to a client's health, and transmission of the data from the client's home to a licensed home health agency or a hospital (Medicaid only)
- Multi-location telehealth (MLTH) – A health service that allows for real-time, confidential health care through virtual chat or over the phone with the patient in one location and an authorized caregiver or family member in a separate location

## Therapy/treatment methods

- Medical respite/recuperative care (MRES) – Access care in a short-term home environment to continue post discharge from hospital when individuals may not have stable living
- Medication-assisted treatment-buprenorphine (MAT1) – Access to medication-assisted treatment (MAT), which is the use of medications (buprenorphine) in combination with counseling and behavioral therapies to treat both substance use disorder (SUD) and opioid use disorder (OUD). This provider is registered with the DEA to prescribe OUD treatment medication.
- Medication-assisted treatment-methadone (MAT2) – Access to MAT, which is the use of medications (methadone) in combination with counseling and behavioral therapies to treat both SUD and OUD. This provider is registered with the DEA to prescribe OUD treatment medication.
- Medication-assisted treatment-naltrexone (MAT3) – Access to MAT, which is the use of medications (naltrexone) in combination with counseling and behavioral therapies to treat both SUD and OUD. This provider is registered with the DEA to prescribe OUD treatment medication.
- Trauma-informed care (TIC) – Receive trauma-informed care, which is an organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of all types of trauma

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