

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

- Aged (AGED) – Access 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
- 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

Conditions Treated

- Asthma remediation (ASRM) – Asthma remediation seeks to improve asthma health by removing triggers from the home environment
- Blindness or visually impaired (BVI) – Access care for individuals with the inability to see (blindness) or a person who needs help to see by using glasses, contacts or by having 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

Conditions Treated (cont.)

- Developmentally disabled (DD) – Access care for a condition where a person develops slower than others, commonly begins in childhood
- Hearing impaired populations (HIMP) – Access care for a condition where an individual has mild, moderate or total loss of hearing
- HIV/AIDS (HV) – Access 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.
- 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
- Serious mental illness (SMI) – Access care for individuals with a serious mental illness through experience, training or skills in providing medical care for them

Procedure Expertise

- 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.
- Transgender - electrolysis/hair removal (TEHR) – Hair removal in advance of genital reconstruction prescribed by a physician for the treatment of gender dysphoria
- Transgender - facial feminization surgery (TFFS) – A set of cosmetic surgical procedures that alter typically male facial features to bring them closer in shape and size to typical female facial features
- Transgender - 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

Programs Offered

- Centering pregnancy (CP) – Centering pregnancy is a group prenatal care program for expectant parents of similar gestation which 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
- 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

Services Offered (cont.)

- 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 (LNDT) – 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
- 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
- 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
- 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
- Transgender care (TRAN) – Access care from medical providers who have experience, training or skills in treating transgender members

Telehealth

- Telemedicine (THS) – Real-time, confidential health care through virtual chat or audio only over the phone
- 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)

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) – Access 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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