Collaborating with care providers to deliver valuable patient care

HouseCalls is a yearly in-home assessment service available to eligible members of UnitedHealthcare Medicare Advantage plans, and some other UnitedHealthcare benefit plans. HouseCalls helps supplement the care you provide to your patients by visiting them in their home to identify care opportunities, educate them about their health and help reinforce the patient’s relationship with you.

HouseCalls visits are focused on helping to identify care opportunities in key areas, including:

**Physiological**
- Comprehensive Diabetes Care — Medical Attention for Nephropathy (Urine Dipstick Test)*
- Comprehensive Diabetes Care — A1c Testing (A1c Test)*
- Colorectal Cancer Screen (iFOBT Kit)*/**

**Psychosocial/Behavioral**
- Mini-Mental and Depression Screenings

**Functional**
- Care of Older Adults — Pain Screening
- Care of Older Adults — Functional Assessment***

**Medication Oversight**
- Care of Older Adults — Annual Medication Review
- Medication Reconciliation Post-Discharge

**Environmental**
- Social Determinants of Health
- Direct Observation of the Home Environment
- Reducing the Risk of Falling

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* Conducted via lab test/screening for members with open gaps in care
** Patient self-reported data will close gap per HEDIS® specifications
*** Display measure in 2021

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**Service features include:**
- 45 to 60 minutes of personalized education with patients.
- Over half of licensed advanced practice clinicians have 4+ years of tenure/experience.
- Identification of social determinants of health (SDOH) in home environment and day-to-day lifestyle.
- HouseCalls can improve performance on key Star measures.
Supporting continuity of care

Our collaboration with care providers is critical to the effectiveness of HouseCalls. We help reinforce the patient’s relationship with you during every visit and take the following steps to help ensure you’re involved throughout the process.

We’re on the same team

The more touchpoints and contact we have together, the bigger the difference we can help make in the lives of patients. If your patient who is a UnitedHealthcare Medicare Advantage member asks you about HouseCalls, please encourage them to participate. To learn more about HouseCalls, please call 888-591-1511.

Demonstrating positive outcomes

By addressing open care opportunities, HouseCalls helps reduce patients’ health risks and decrease overall health care spending. Results include:

- Over 1.65M assessments completed in 2020
- 86% Star gap closure rate
- 99% member satisfaction rate
- 91% repeat visit acceptance rate
- 2,600+ licensed advanced practice clinicians
- Available in 47 states

14% decrease in hospital admissions

2–6% increase in care provider visits

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