



UnitedHealthcare[®] HouseCalls

HouseCalls is an annual in-home assessment program 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 reinforce the patient's relationship with you.

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



Physiological

- Glycemic status assessment for patients with diabetes^{1,2}
- Colorectal cancer screen (iFOBT kit)^{1,2}
- Eye exam for patients with diabetes (retinal eye screen)^{1,2}
- Kidney health evaluation for patients with diabetes (uACR test)^{1,2}



Psychosocial/behavioral

- Cognitive and depression screenings



Functional

- Care of older adults – pain screening⁴
- Care of older adults – functional assessment¹



Medication oversight

- Care of older adults – annual medication review¹
- Medication reconciliation post-discharge^{1,3}



Environmental

- Social drivers of health
- Direct observation of the home environment
- Reducing the risk of falling

¹ Conducted via test/screening for members with open gaps in care.

² Patient self-reported data will close gap per HEDIS[®] specifications.

³ Documentation of medication during visit.

⁴ Retired measure 2025.

Supporting continuity of care

We help reinforce the patient's relationship with you during each visit and take the following steps to help ensure you're involved throughout the process:



Demonstrating positive outcomes

By addressing open care opportunities, HouseCalls may help reduce patients' health risks and decrease overall health care spending. Results include:



Over **2.9M** assessments completed in 2024¹



86% Star gap closure rate^{1,3}



99% member satisfaction rate²



88% repeat visit acceptance rate¹



4,100+ licensed APCs¹



Available in all **50** states¹



Questions?

To learn more about HouseCalls, please call **888-591-1511** or visit UHCprovider.com/housecalls.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

¹ 2024 HouseCalls program data.

² 2024 HouseCalls member survey data.

³ Within applicable measures.