



# UnitedHealthcare<sup>®</sup> HouseCalls

## Collaborating with health care professionals to deliver valuable patient care

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

- Hemoglobin A1C control for patients with diabetes<sup>1,2</sup>
- Colorectal cancer screen (iFOBT kit)<sup>1,2</sup>



### Psychosocial/behavioral

Cognitive and depression screenings



### Functional

- Care of older adults — pain screening<sup>1</sup>
- Care of older adults — functional assessment<sup>1</sup>



### Medication oversight

- Care of older adults — annual medication review<sup>1</sup>
- Medication reconciliation post-discharge<sup>1</sup>



### Environmental

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

## Program features include:

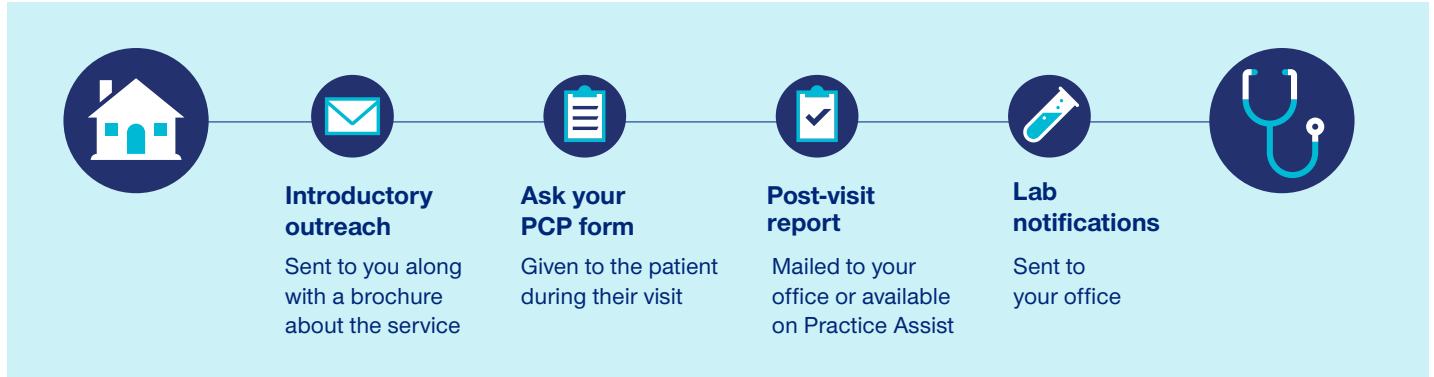
- Up to 60 minutes with patients, including personalized education
- Over half of licensed advanced practice clinicians (APCs) have 4+ years of tenure/experience
- Identification of social determinants of health (SDOH) in home environment and day-to-day lifestyle
- Improved performance on key Star measures

<sup>1</sup> Conducted via test/screening for members with open gaps in care

<sup>2</sup> Patient self-reported data will close gap per HEDIS<sup>®</sup> specifications

## Supporting continuity of care

Our collaboration with health care professionals is critical to the effectiveness of the HouseCalls program. 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 helps reduce patients' health risks and decrease overall health care spending. Results include:



Over **2.7M** assessments completed in 2023<sup>1</sup>



**87%** Star gap closure rate<sup>1,3</sup>



**99%** member satisfaction rate<sup>2</sup>



**89%** repeat visit acceptance rate<sup>1</sup>



**3,800+** licensed APCs<sup>1</sup>



Available in all **50** states<sup>1</sup>

## 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** or visit [UHCprovider.com/housecalls](https://UHCprovider.com/housecalls).

<sup>1</sup> 2023 HouseCalls program data

<sup>2</sup> 2023 HouseCalls member survey data

<sup>3</sup> Within applicable measures