



## Introducing HouseCalls from UnitedHealthcare®

### A health and wellness program that comes to you.

As part of your UnitedHealthcare plan membership, we are now offering our HouseCalls program to qualified members. HouseCalls is designed to support and complement your regular doctor's care through a visit with a licensed health care practitioner in your home.

With HouseCalls, UnitedHealthcare will send a knowledgeable health care practitioner to you. They will work with you to help you understand your current health status and provide you with information that may help you maintain or improve your health. You can ask questions and go at your own pace. Best of all, there is **no copay for a HouseCalls visit**.

HouseCalls health care practitioners have conducted more than 1,000,000 visits, and members are overwhelmingly satisfied with the HouseCalls experience. In fact, 98% of surveyed members indicate that they were satisfied with their visit, and 97% found their in-home visit to be helpful.\*

### What you can expect from a HouseCalls visit.

- ✔ One of our knowledgeable health care practitioners will review your health history and medication(s), perform a physical exam, identify health risks and provide education on your health.
- ✔ You can discuss your health concerns one-on-one with the practitioner and ask questions.
- ✔ You will get an Ask Your Doctor worksheet, which you can bring to the next visit with your doctor.

A HouseCalls visit doesn't replace your regular doctor visits or annual wellness exams. This visit is meant to add to your health care experience and it may help you stay ahead of your health care concerns.

## How a HouseCalls visit can help you and your doctor.

Your HouseCalls results will be shared with your doctor to help coordinate your care. This may include:

- Identifying any treatment needs.
- Addressing health education needs.
- Recommending preventive services you may need.

At the end of your visit, you will receive a checklist of topics you can discuss with your doctor. We will also provide your physician a follow-up letter with the HouseCalls results.

## Who receives a HouseCalls visit?

HouseCalls is for all qualified plan members of all health types, whether you are healthy or have chronic conditions. Everyone can benefit from a HouseCalls visit. We may contact you when we have an available health care practitioner in your area.

## How does it work?

You will receive a letter and phone call from UnitedHealthcare to schedule your visit. If you're not comfortable having the HouseCalls visit in your home, we recommend you ask a friend or family member to be there with you. Or, we can visit you at another location.

Once your HouseCalls visit is scheduled, you may receive a reminder call and/or postcard prior to the appointment. All of the licensed health care practitioners are contracted with UnitedHealthcare and have received training regarding the health care needs of qualified members.

### Do you have questions or want to set up an appointment for a HouseCalls visit?



Give us a call. **1-866-267-6309**, TTY 711  
Monday – Friday, 8 a.m. – 8:30 p.m. EST



Or visit us online at **[www.UHCHouseCalls.com](http://www.UHCHouseCalls.com)**

\*January – December, 2014 UnitedHealthcare HouseCalls Member Survey Data. Sample size: 114,191

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.