

Optum[®] HouseCalls



Bringing proactive preventive care to members

HouseCalls is an annual in-home clinical assessment for members of participating health plans. The assessment influences up to 26 HEDIS and Star quality measures that promote higher-quality ratings and member retention. A HouseCalls visit results in a more complete and accurate identification of a member's health conditions, which helps health plans manage care, improve quality and obtain more accurate reimbursement.

Here's how it works:

Members get valuable one-on-one time with an advanced practice clinician for a 45- to 60-minute visit in the comfort of their home. The program increases health plan visibility into members' diagnoses, medications and general health. This visit focuses on key areas and impacted quality measures, which may include elements such as:



Physiological

- Comprehensive Diabetes Care — Medical Attention for Nephropathy
- Adult BMI Assessment
- Comprehensive Diabetes Care — A1c Testing
- Colon Cancer Screen



Medication Oversight

- Care of Older Adults — Annual Medication Review
- Medication Therapy Management
- Medication Reconciliation Post-Discharge



Psychosocial/Behavioral

- Mini-mental and depression screenings



Environmental

- Social Determinants
- Direct Observation of Home Environment



Functional

- Care of Older Adults — Functional Assessment/Pain Assessment

Helping to support continuity of care

Throughout the visit, the clinician identifies and addresses open gaps in care. As appropriate, they may refer members to pharmacists, care managers, social workers or dietitians. Communication is a vital component of HouseCalls. After the visit, assessment results are communicated to the member, their primary care physician of record and the health plan, as directed.

Demonstrating positive outcomes

14%

decrease in hospital admissions¹



2–6%

increase in physician office visits¹



Helping to mitigate future health risks

By closing gaps in care, HouseCalls helps members reduce health risks and decreases overall health care spending.

¹RAND Study. Health Affairs. Vol. 34, No.12, 2138–2146. Published December 2015.

²2018 HouseCalls member survey data.

Unsurpassed experience and expertise²

- **Over 1.48M** assessments completed in 2018
- **More than 2.9M** gaps closed in 2018; an **86%** closure rate
- **2,400+** licensed health care clinicians
- Available in **45** states
- **99%** member satisfaction rate
- **92%** member retention
- Over **5:1** ROI for existing book of business

Contact us

Learn how HouseCalls can help improve the health of your members and your bottom line.

Call: **1-866-427-6804**

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