

Optum HouseCalls



Bringing proactive preventive care to members

HouseCalls is an annual in-home clinical assessment for members of participating health plans. The assessment can improve performance on key Star measures. 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 (Urine Dipstick Test)¹
- Comprehensive Diabetes Care — A1c Testing (A1c Test)¹
- Colorectal Cancer Screen (iFOBT Kit)^{1,2}
- Comprehensive Diabetes Care — Retinal Eye Exam (Retinal Eye Screen)^{1,2}
- Osteoporosis Management Post-FX (Bone Density Scan)¹



Functional

- Care of Older Adults — Pain Screening
- Care of Older Adults — Functional Assessment³



Medication oversight

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



Psychosocial/Behavioral

- Mini-Mental and Depression Screenings



Environmental

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

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

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

3. Display measure in 2021.

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 or social workers. 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 admissions⁴



2%–6%

increase in physician office visits⁴



Helping to mitigate future health risks

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

CONTACT US

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

Call
1-866-427-6804

Email
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Visit
optum.com/HouseCalls

Unsurpassed experience and expertise⁵

1.65M+

in-home visits completed in 2020

119K+

virtual visits completed

86%

Star gap closure rate

2,600+

licensed advanced practice clinicians

47 states

where HouseCalls is available

99%

member satisfaction rate

91%

repeat visit acceptance rate

95%

coding accuracy

>5:1 ROI

for existing book of business

4. RAND Study. *Health Affairs*. 2015;34(12):2138–2146.

5. 2020 Optum HouseCalls program data.