HouseCalls Frequently Asked Questions

Q: What is the HouseCalls program?
A: HouseCalls is a program available to qualified members of UnitedHealthcare Medicare Advantage health plans. Through this program, licensed health care practitioners make in-home clinical visits to members.

Q: What does the visit include?
A: During the visit, a licensed health care practitioner will visit you at home and provide an in-home clinical visit. This includes a review of your medical history, a physical exam (e.g., taking your vitals, perform a urinalysis, etc.), medication review, discussion about any health concerns you have and education on health related issues. The visit, which takes approximately 45 to 60 minutes, is provided to you at no cost.

Q. Do I have to pay a copay for a HouseCalls visit?
A: As a member, HouseCalls is provided to you at no cost. There is no copay for the visit.

Q: Why is UnitedHealthcare offering this program?
A: The HouseCalls program is part of UnitedHealthcare’s ongoing efforts to help improve your quality of care. Through the in-home visit, you will get time with a licensed health care practitioner to look at your current health care needs. You will also get recommendations on how to maintain your health, as well as topics to talk about with your primary care physician at your next visit.

Q. I’m healthy and see my doctor regularly. Why should I have a HouseCalls visit?
A: HouseCalls is designed to support your doctor’s regular care. With HouseCalls, you have more time to talk about your health and to ask questions on how you can help maintain your health. Plus, HouseCalls may identify other UnitedHealthcare programs that could help you improve or maintain your health.

Q. What is a health care practitioner?
A: A HouseCalls practitioner may be a nurse practitioner (NP), medical doctor (MD) or doctor of osteopathic medicine (DO).

Nurse Practitioner

A nurse practitioner is an advanced practice nurse. NPs have graduate, advanced education and clinical training beyond their basic registered nurse preparation. An NP has a Master’s degree at minimum and many have doctorates. NPs are licensed by the states and nationally certified in their specialty area. HouseCalls NPs are certified as Adult, Family Practice, Geriatric or Acute Care NPs.

Physicians

A physician is a practitioner of medicine. A physician has graduated from a college of medicine or osteopathy and is licensed by the appropriate board.
Q: Who is Care Improvement Plus?

A: Care Improvement Plus Medicare Advantage plans are offered through UnitedHealthcare and specialize in caring for members with special needs. UnitedHealthcare has joined with Care Improvement Plus to bring the HouseCalls program to qualified UnitedHealthcare Medicare Advantage plan members. Participating in the HouseCalls program does not affect your membership in your UnitedHealthcare plan.

Q: Why do the licensed health care practitioners come into my home?

A: Offering the HouseCalls program in your home may offer:

- Convenience and a comfortable setting for you
- More time to talk about any of your health concerns and ask questions
- A chance for potential health risks to be identified within your home

If you are not comfortable having someone in your home, we can arrange to meet in another location or you are welcome to have a friend or family member with you during the appointment.

Q: Who performs HouseCalls visits?

A: UnitedHealthcare uses licensed health care practitioners to perform your HouseCalls visit. All of the practitioners have received specialized training in the health care needs of members who qualify for the program. A HouseCalls practitioner may be a nurse practitioner (NP), medical doctor (MD) or doctor of osteopathic medicine (DO).

Q: Can I follow up with the practitioner?

A: The HouseCalls practitioner may offer you with a means to follow up with him or her specifically about the visit. However, we encourage you to contact your Primary Care Physician with any follow up. As your health insurance plan, this visit is important because it gives us the chance to see what more we can do to support your ongoing health care.

Q: Will my Primary Care Physician be given any of the information from the HouseCalls visit?

A: The results of the HouseCalls health assessment will be shared with your primary care physician in a follow up letter. The visit does not take the place of any of your other doctor appointments — and is in no way meant to replace the care you get through your doctor.

Q: How does the HouseCalls program work with clinical services such as case management and disease management offered by UnitedHealthcare?

A: The information that HouseCalls practitioners collect will be shared with and help support other UnitedHealthcare care management programs.

Q: Is it possible to talk with my agent and/or doctor prior to a HouseCalls visit?

A: Both your doctor and your agent should have information about HouseCalls. As soon as you are eligible for the HouseCalls program, we try to send a letter to your Primary Care Physician explaining the HouseCalls program. Your sales agent can also give you more information about the program. Please feel free to call your doctor or agent to talk about the program. However, appointments are limited, so we suggest you schedule your visit so that you can make sure you can get a date and time that works best for you.
Q: Do I have to have a HouseCalls visit as a member of my plan?
A: Participating in the HouseCalls program does not affect your membership in your UnitedHealthcare plan. You do not have to have a HouseCalls visit. However, HouseCalls is an excellent way to enhance your overall health care, whether you are healthy or have ongoing health problems, most members find the extra time with our knowledgeable practitioners valuable. This is a 45 minute visit that is focused on you and helping address your health care needs. This visit also gives us, as your health insurance plan, a chance to see what we can do better to help you manage your health.

Q: What if they find something wrong with my health while they are here? What will they do?
A: Should your practitioner find an area of health concern during the HouseCalls visit, the practitioner and the HouseCalls program will help refer you to your Primary Care Physician, specialist or program. You will also get an “Ask Your Doctor” letter that you may take to your Primary Care Physician as a follow up. We also try to send your primary care physician a summary of the assessment.

Q: Will results of the HouseCalls visit affect my coverage? Are you going to cancel my insurance or increase my rates?
A: Results of the HouseCalls visit will not affect your coverage in your UnitedHealthcare plan, nor will it increase your rates or lead to a cancellation of your insurance.

Member Eligibility and Satisfaction

Q: How are members selected to receive a HouseCalls visit?
A: HouseCalls is a program that UnitedHealthcare is providing within select Medicare Advantage plans. Members whose plan offers the HouseCalls program will be contacted for participation in the program.

Q: How do I find out if I qualify for the program?
A: To find out if you qualify for the HouseCalls program, please call us at 1-866-686-2504, Monday – Friday 8 a.m. – 7:30 p.m. EST and Saturday 8 a.m. to 6:30 p.m. (TTY 711).

Q: Why was one member in a household qualified while another was not?
A: Members must be enrolled in a plan offering HouseCalls. It is possible that the other member has a plan that does not offer the HouseCalls program.

Q: Are members satisfied with this program?
A: The HouseCalls program has a very high member satisfaction rate, with the majority of members stating that the visit helped them. To date, over 715,000 HouseCalls have been completed and of the members surveyed, 99% were very satisfied with the visit and 97% stated that the HouseCalls visit was helpful and the HouseCalls Practitioner was able to answer their health related questions.*

*August 2012 UnitedHealthcare HouseCalls member survey data