Optum HouseCalls

Medicare members may see their primary care provider (PCP) for annual wellness visits once a year. Depending on the timing of that visit, subsequent care coordination or preventive care may be needed. Gaps in care can contribute to poor outcomes for members and costly outcomes for your plan.

With Optum® HouseCalls in-home or virtual assessments, **we can reach your members where they are and help assess what they need to help improve their health and help you achieve your goals.**

Tap the circles to read more.

2.1M
visits including 61K virtual visits in 2021[1]

86%
Star gap closure rate[1]

99%
member satisfaction[1]

50
states where HouseCalls is available

91%
repeat visit acceptance rate[1]

95%
coding accuracy[1]

8+
member screenings

Flip »

Optum

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' general health, medications and identification of conditions. The HouseCalls visit focuses on key areas and impacted quality measures, which may include elements such as (select a tab to see list of care measures):

Physiological	Medication oversight	Psychosocial/ behavioral	Environmental	Functional

Helping support the 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 PCP of record and the health plan, as directed.

Contact us

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

Call **1-866-427-6804**
Email **ingenuity@optum.com**
Visit **optum.com/housecalls**

1. 2021 Optum HouseCalls program data. Data representative of overall existing HouseCalls book of business.
2. Conducted via lab test/screening for members with open gaps in care.
3. Patient self-reported data will close gap per HEDIS specifications.
4. Documentation of medication during the visit.

Flip

Optum