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HouseCalls frequently asked questions

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HouseCalls visit

1 What is HouseCalls?

HouseCalls offers yearly in-home health and wellness visits to eligible members of participating Medicare Advantage plans, at no cost to the member.

2 What does a HouseCalls visit include?

A HouseCalls licensed advanced practice clinician (APC) visits your patient in their home for up to 60 minutes. Throughout the visit, the APC:

- Reviews the patient's health history
- Conducts a physical examination, including additional health screenings/tests as appropriate
- Completes a medication reconciliation
- Identifies health risks and care opportunities
- Provides tailored education and referrals as appropriate

**The virtual visit setting does not support the ability to conduct a physical exam and any additional labs, tests or screenings.*

3 What does a HouseCalls APC use to document members' health?

The APC completes the in-home visits with a proprietary electronic tablet.

4 What additional tests or screenings may occur during a HouseCalls visit?*

- Diabetes blood sugar testing (A1c)
- Diabetic retinal screening
- Peripheral artery disease screening
- Immunochemical fecal occult blood test (iFOBT)[1]
- KED test (uACR test kit or uACR + eGFR test kits)[1]
- Behavioral health screenings (depression, anxiety)

**Additional tests or screenings may be performed when they address an identified open gap and are elected by the health plan for an additional fee. These represent only some examples; the available tests and screenings may be added or updated periodically.*

5 How does HouseCalls impact social drivers of health (SDOH)?

HouseCalls can help identify SDOH needs such as home safety, transportation, nutrition, social support and financial instability. By being in the patient's home, APCs can identify and document SDOH needs and generate the proper referrals to help address these potential barriers to care.

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1. The iFOBT and KED tests are provided by APC for the member to mail in to receive results.

Care provider/APC collaboration

1 Who are the APCs and what are their qualifications?

HouseCalls utilizes 4,000+ APCs who performed over 3.1M visits[1] in 2025. Their qualifications and experience include:

- Advanced practice license to practice in the state where patient care and visits are performed
- Certification by a national certifying organization in one of the following specialties:
  - Adult nurse practitioner (NP)
  - Family NP
  - Gerontology NP
  - Board-certified physician or physician assistant
- Over half of APCs have 4+ years' tenure/experience[2]

2 How will I receive information about my patient's in-home assessment?

When a patient under your care starts working with HouseCalls, we mail you an initial outreach letter, which provides an overview of HouseCalls and its benefits. We mail a post-visit report to your office after the in-home visit, which includes findings from the HouseCalls visit, including test and screening results, physical exam findings, diagnoses, referrals, recommendations and vital signs. Lab results will be sent to you separately.

3 How will I communicate with the HouseCalls APCs?

HouseCalls is designed to support, not replace, PCP care. If the APC identifies clinically significant findings, they will notify you and align on next steps. Emergent issues are referred to the emergency department as appropriate. For urgent but non-emergent findings, the APC will call your office.

A comprehensive post-visit summary is shared after each visit to facilitate care coordination.

4 How long will it take for the post-visit report to arrive?

The post-visit report will arrive at your office on average 4 weeks after the HouseCalls visit.

5 What is the "Ask your PCP" form and how should I utilize it?

During the visit, the APC completes an "Ask your PCP" form with the patient. The form includes suggested topics for the patient to discuss with you and lists any tests performed during the visit. The HouseCalls APC will encourage your patient to bring the form to their next office visit.

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2. Optum HouseCalls 2025 book of business program data.

HouseCalls benefits for care providers

1 How does the HouseCalls clinical visit differ from the care I provide to my patient?

While patients may visit you for Annual Wellness Visits, an in-home visit from a HouseCalls APC provides an additional touchpoint to help ensure patients receive the care they need. HouseCalls may help you deliver better care by identifying a patient's potential care opportunities and management of daily life. HouseCalls in-home visits are intended to supplement – not replace – the care you provide to your patients.

2 Why should I encourage my patients to participate in HouseCalls?

HouseCalls visits help provide a more complete and accurate picture of a patient's health care needs by identifying potential gaps in care that might not be apparent during an office visit. By visiting the member in the comfort of their home to identify care opportunities and educate them about their health, we help reinforce the patient's relationship with you.

3 What are the benefits of HouseCalls for my patients and me as a care provider?

Patient benefits include:

- Up to 60 minutes with the APC
- Identification of health needs and potential barriers to care
- Referrals to care managers, social workers or pharmacists
- Identification of topics to discuss with the PCP at the next office visit
- Sense of empowerment can be achieved from understanding and managing their health conditions
- Improved health and well-being can be attained through care coordination and planning

Care provider benefits include:

- In-home health touchpoint that reinforces the care provider/patient relationship
- A HouseCalls visit helps identify topics to discuss at the next office visit and drives proactive engagement with the health system
- Screenings, tests and labs performed in the home or through referral
- Medication review, which can result in increased patient medication adherence
- Accurate and complete documentation may lead to increased closure of gaps in care

4 What are the overall outcomes of the HouseCalls program?

HouseCalls has been proven to deliver positive outcomes. Results include:[3]

Over 3.4M
Star gaps closed in 2025

79%
Star gap closure rate[4]

99%
member satisfaction rate

89%
repeat visit acceptance rate

90%
annual retention rate of APCs

1.45M
provider post-visit reports – 50% of the total – were delivered digitally in 2025

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3. Optum HouseCalls 2025 book of business program data.
4. Within applicable measures.

Collaboration in quality improvement

1 What Star gaps are closed through HouseCalls?

HouseCalls can improve performance on key Star measures, including:

Measures closed at the time of the visit:

- Care for Older Adults: Functional Status Assessment[5]
- Care for Older Adults: Medication Review[5]
- Transitions of Care: Medication Reconciliation Post-Discharge[5,7]
- Controlling High Blood Pressure[5,6]
- Glycemic Status Assessment for Patients with Diabetes (A1c Test)[5,6]
- Colorectal Cancer Screening (iFOBT Kit)[5,6]
- Eye Exam for Patients with Diabetes (Retinal Eye Screen)[5,6]
- Breast Cancer Screening – E (Mammogram)[2]
- Statin Therapy for Patients with Cardiovascular Disease[3]
- Follow-Up After Emergency Department Visit – People With Multiple High-Risk Chronic Conditions[5]
- Transitions of Care: Patient Engagement After Discharge[5]
- Kidney Health Evaluation for Patients with Diabetes (uACR test kit or uACR + eGFR test kits)[5,6]

Measures indirectly influenced at the time of the visit:

- Statin Use in Persons with Diabetes
- Part D: Medication Adherence
- Annual Flu Vaccine
- Improving or Maintaining Mental Health
- Monitoring Physical Health
- Improving or Maintaining Physical Health
- Improving Bladder Control
- Reducing the Risk of Falling
- Plan All-Cause Readmissions
- CAHPS (Behavioral and Pharmacy Referral)

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5. Conducted via lab test/screening for members with open gaps in care
6. Patient self-reported data will close gap per HEDIS specifications
7. Documentation of medication during visit

To learn more about HouseCalls, please call **1-888-591-1511.**

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