Optum

Delivering valuable patient care

in collaboration with care providers



Optum® HouseCalls partners with primary care providers to deliver annual in-home clinical visits for eligible Medicare Advantage (and other benefit plan) members. We don't replace you. We reinforce your relationship with your patients and help bring important clinical insights back to you – so, together, we can make a bigger difference.

HouseCalls visits encompass a comprehensive physical examination and an in-depth review of medical history and current conditions, while also identifying care opportunities, which may include:

Physiological

- Glycemic status assessment for patients with diabetes (A1c test)[1,2]
- Colorectal cancer screening (iFOBT kit)[1,2]
- Eye exam for patients with diabetes (retinal eye screening)[1,2]
- Kidney health evaluation for patients with diabetes (uACR test kit or uACR + eGFR kits)[1,2]

Psychosocial/behavioral

- Cognitive screening
- Depression screening
- Anxiety screening
- Suicidal and homicidal ideation screening

Medication oversight

- Care of older adults – annual medication review[1]
- Medication reconciliation post-discharge[1,3]

Environmental

- Social drivers of health
- Direct observation of the home environment
- Assessment of fall risk

Functional

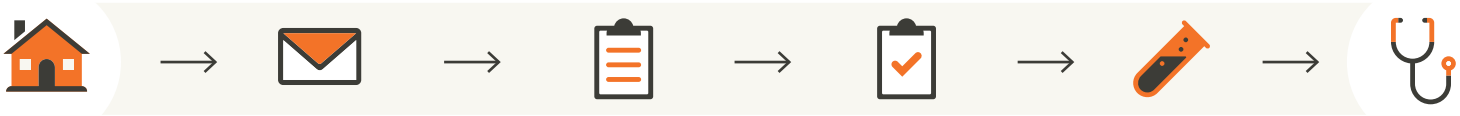
- Care of older adults – functional assessment[1]

Visit features include:

- Up to 60 minutes with patients, including personalized education
- Over half of licensed advanced practice clinicians have 4+ years of tenure/experience[4]
- Identification of social drivers of health in home environment and day-to-day lifestyle
- HouseCalls can help improve performance on key Star measures

Supporting continuity of care

Our collaboration with care providers is important to help ensure continuity of care for our shared patients. We help reinforce the patient's relationship with you during every visit and take the following steps to help ensure you're involved throughout the process. We will contact you if we identify any urgent or clinically significant new findings that warrant your immediate attention.



Introductory outreach
Sent to you along with a brochure about the visit

"Ask your PCP" form
Given to the patient during their visit

Post-visit report
Sent to your office

Lab notifications
Sent to your office

We're on the same team

The more touch points and contact we have together, the bigger the difference we can make in the lives of our patients. Patients who complete a HouseCalls annual visit are more likely to follow up with their PCP, ultimately increasing engagement with your practice.[5] Overall, the HouseCalls program demonstrated a consistent positive effect for qualified members. If your patient is eligible for the HouseCalls program, please encourage them to participate – there is no administrative lift required on your end.

Demonstrating positive outcomes

By addressing open care opportunities, HouseCalls may help reduce patients' health risks and decrease overall health care spending. Results include:

3.1M+
visits completed in 2025[4]

89%
repeat visit acceptance rate[4]

50 states
available in[4]

79%
Star gap closure rate[4,6]

4,000+
licensed advanced practice clinicians[4]

1.45M
provider post-visit reports – 50% of the total – were delivered digitally in 2025[4]

99%
member satisfaction rate[7]

1. Conducted via test/screening for members with open gaps in care
2. Patient self-reported data will close gap per HEDIS specifications
3. Documentation of medication during the visit
4. Optum HouseCalls 2025 book of business program data
5. HouseCalls-eligible members had higher rates of post-visit physician follow-up compared to a matched control group (HouseCalls Program Study, 2023)
6. Within applicable measures
7. Optum HouseCalls 2025 member survey data

The HouseCalls service is not available with all plans.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

For more information call 1-888-591-1511

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