 United Healthcare Community Plan	DEPARTMENT:
LOCAL HEALTH PLAN: Louisiana	LINE OF BUSINESS: Medicaid
TITLE: HouseCalls	NUMBER: NA
EFFECTIVE DATE:	PAGE: 1 of 2
REVIEWED:	AUTHORIZED BY: COO Louisiana

I. PURPOSE

The purpose of this policy is to establish a protocol for UHC's HouseCalls team to support an enrollee's overall health by visiting them in their home addressing open care opportunities, identifying care management support including social determinants of health and providing general ongoing health education. This does not replace or intervene with PCP services but supplements them by capturing a complete and accurate viewpoint of an enrollee's current health and support needs, medical, behavioral, medication, environment.

A family member or caregiver is encouraged to attend upon consent of the enrollee.

Services rendered or recommended are summarized in a document delivered to both the enrollee and their PCP of record.

HouseCalls can help improve plan and state performance on key Medicaid HEDIS® measures, both directly and indirectly.

II. DEFINITIONS

- PCP - An individual physician, nurse practitioner, or physician assistant who accepts primary responsibility for the management of an Enrollee's health care. The primary care provider is the patient's point of access for preventive care or an illness and may treat the patient directly, refer the patient to a specialist (secondary/tertiary care), or admit the patient to a hospital.

III. SCOPE/POLICY

HouseCalls includes an annual in-home assessment program available to eligible enrollees, performed by a UHC Advance Practice Clinician (APC), helps enrollees follow their treatment plan and identify potential care opportunities, provider health education and reinforce the patient's relationship with their PCP.


Pregnant women and children are not eligible. Identified membership for outreach is 1-3% of population suspected to have conditions, based on prior medical history, which can be chronic and/or significant over time without active management.

During the visit, the APC will do the following:

- Review enrollee's health history (past and active)
- Conducts a physical examination (health screenings and labs/tests as appropriate)
- Completes a medication reconciliation.
- Identifies health risks and gaps including information specific to Social Determinants of Health (SDoH)
- Provider tailored education and referrals.

The visit will take 45-60 minutes.

- A HouseCalls visit is intended to be an annual clinical visit, and HouseCalls Practitioners do not provide ongoing care.
- A HouseCalls visit is intended to be a supplement to and not a replacement for ongoing

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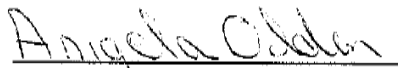
care by an enrollee's PCP and other providers.

* Claims are submitted to fully document the visit.

After the visit, the APC will provide a visit summary to the member and PCP of record. Referrals are generated to internal support teams for coordination and member outreach as appropriate, (except SDoH referrals and closed loop activities which are managed by vendors who specialize in matching needs to local community-based organizations and validate fulfillment via a closed loop process).

IV. REFERENCES:

V. APPROVED BY:



Angela Olden
Chief Operating Officer
Louisiana Community and State

3/1/2024
Date

VI. REVIEW HISTORY:

Effective Date	Key update from Previous Version	Reason for Revision