

Better collaboration starts with a house call

The House Call program takes healthcare directly to members



We want members to feel confident, supported, and informed about their health. That's why we offer the **House Call** program. It gives them the chance to learn more about their health through an in-home or face-to-face virtual (via interactive, simultaneous real-time audio and video) comprehensive health assessment.

Working together to ensure the right care

The House Call program does not replace a regular doctor's visit. Instead, it supplements the care members already receive. Licensed clinicians perform annual comprehensive health assessments through in-home or face-to-face virtual visits. Then the member and their provider receive a summary of the assessment. The assessment may give members new insight into their own health and it gives care providers an additional source of information. This knowledge can help facilitate the member's care.

Adding value to member benefits

The House Call program gives members another tool for continuity of care by meeting the member where they are — physically in their healthcare journey. With House Call:

- **Members pay nothing additional.** The program is available at no additional cost and does not impact benefits or premiums.
- **All information is confidential.** The assessment is only shared with that member and their care providers.
- **Participation is voluntary.** Members aren't automatically enrolled in the program; they must choose to participate.
- **Assessments are available all year.** The program runs throughout the year, usually beginning in the first quarter.



Why it matters

The patients with the **top 5% of care costs** consume **50% of healthcare spending**. Those in the **top 1% consume 23%, at an average cost of \$107,130** per patient, per year. House calls can reduce costs and improve patient satisfaction.*

Determining steps for better outcomes

Better collaboration between patients and care providers can result in more effective care and better health outcomes. The House Call program supports these efforts by:

- Establishing a framework for care management.
- Assisting with case management triage.
- Reminding members to follow up with their primary care providers.
- Creating a comfortable environment that may make it easier for members to talk about their health.

Protecting member health and privacy

We contract with independent vendors to provide the assessments. Our vendor partners:

- Comply with all laws and regulations regarding member privacy.
- Follow the Centers for Disease Control (CDC) guidelines to protect members and themselves.



Members who complete a House Call visit will receive a \$50 gift card.

*Gift card is subject to availability and may be cancelled at any time

Speak with your Account Manager to learn more about the House Call program and its benefits.



* Thomas Cornwell, MD: House Calls Are Reaching the Tipping Point – Now We Need the Workforce. Journal of Patient-Centered Research and Reviews (July 29, 2019); ncbi.nlm.nih.gov/pmc/articles/PMC6675136/.

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