



In-Home Health Evaluation by Signify Health

Overview

As part of our commitment to your health and wellbeing, the UT CARE™ Medicare PPO includes an In-home Health Evaluation (IHE) by a licensed and credentialed clinician (Certified Nurse Practitioner, Physician Assistant or MD) from our trusted partner, Signify Health, at no cost to you.

The 45-to 60-minute IHE or telehealth visit provides extra time outside of a primary care provider visit to hear from our members about their physical, emotional and mental health in the comfort of their home. This evaluation can help members discuss health concerns, learn more about disease management programs and have their home checked for possible safety issues.

An IHE involves:

- ✓ Clothed physical exam including vital signs
- ✓ Review of active/inactive/chronic medical diagnoses and related medications medication(s)
- ✓ Functional ability and fall risk assessment
- ✓ Personal and social history, including drug, tobacco and alcohol screenings
- ✓ Diabetes and cancer assessments
- ✓ Depression, suicide, and mental health screenings
- ✓ Clinician assessment with recommendations
- ✓ Preventive and chronic disease care recommendations
- ✓ Case management referral (if applicable)

You will receive a 1-page summary of the evaluation. With your permission, a full report of the IHE is shared with your primary care provider (PCP).

The IHE does not take the place of a visit to your primary care provider. It is an added health touchpoint to further discuss any health issues or concerns.

Reaching out to our members

Signify Health is our long-term partner in home health evaluations. Members will first receive a letter from Signify Health, followed by phone calls from Signify on behalf of Blue Cross and Blue Shield of Texas to further explain IHE and steps for scheduling a visit. An In-Home Health Evaluation is completely optional.

Eligibility

All UT CARE members can receive an in-home evaluation. There is no obligation or cost.

Timing

You will likely hear from us soon after you become a UT CARE member. Understanding our members' health and any concerns they may have is an important part of our care management program.

Preparing for the IHE or Tele-Health Visit

Please have your current prescriptions, supplements, and over the-counter medications handy.

All clinicians will answer COVID-19 screening questions before entering your home. CDC guidelines are being followed to ensure the safety of both you and the clinician.

Please visit www.bcbstx.com/retiree-medicare-ut for more information about UT CARE™ Medicare PPO.

If you have questions about your UT CARE benefits, contact customer service at 1-877-842-7562 TTY 711, anytime, 24 hours a day, seven days a week*.

* With the exception of Thanksgiving and Christmas Day

Signify Health is an independent company that provides care management activities and member care services for Blue Cross and Blue Shield of Texas.

UT CARE™ Medicare PPO is an open access Medicare Advantage PPO plan. On occasion, you may receive automated communications that reference plan name 'Blue Cross Group Medicare Advantage Open Access (PPO)™.' This plan name also refers to UT CARE Medicare PPO.

PPO plans provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC) and GHS Insurance Company (GHSIC). PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC, HISC, and GHSIC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC, HISC, and GHSIC are Medicare Advantage organizations with a Medicare contract. Enrollment in these plans depends on contract renewal.