



c/o Matrix Medical Network
 9201 E. Mountain View Rd., Ste. 220
 Scottsdale, AZ 85258-9945



<member first name><member last name>
 <member address 1>
 <member address 2>
 <city>, <state> <zip code>

Schedule your free House Call Visit today.



Hi there, <Member First Name>.

We've made it easier than ever for you to get a free health check. And the best part? You don't even have to leave the house.

With your Highmark Medicare Advantage plan, you can schedule a free House Call Visit — bringing a Matrix Medical Network health professional right to your door. All of their licensed professionals are prescreened for COVID-19 before the House Call.

This is different from your typical Annual Wellness Visit, but gives you another opportunity to stay on top of your health. With a House Call, you get:

- A thorough health assessment from the comfort and safety of your own home, either in person or via a video wellness call.
- Quality one-on-one time from a licensed medical professional who can answer all of your health-related questions.
- An opportunity to review medications or discuss any new medical issues or concerns.
- A personalized health summary of your visit, which is also sent to your PCP.
- A \$25 Highmark Wellness Rewards Prepaid Mastercard mailed to you after completion of your visit.*

Call Matrix
 Medical Network at
1-844-542-5079 to
 schedule your yearly
 in-person or video
 wellness call visit.
 Or, schedule an
 in-person visit anytime
 at **MatrixForMe.com**



Complete your visit
 by December 31, 2021
 and receive a **\$25
 Highmark Wellness
 Rewards Prepaid
 Mastercard®**.

----- Use this as an appointment reminder. -----



My free House Call Visit is _____ at _____.

Need to reschedule? Call Matrix Medical Network at 1-844-542-5079,
 Monday - Friday, 8 a.m. - 8 p.m., Saturday, 8 a.m. - 5 p.m. Eastern Time. (TTY users
 call 711.)



***Please allow up to eight weeks to receive your reward in the mail.**

Mastercard International Incorporated is an independent company that supports the transaction interchange with the prepaid Mastercard cards as part of the Highmark Wellness Rewards Program.

MetaBank[®], N.A., Member FDIC is an independent company that is the issuing bank that holds the funds associated with the prepaid Mastercard cards as part of the Highmark Wellness Rewards Program.

¹All Medicare Advantage Members are automatically enrolled in the Highmark Wellness Rewards Program. Highmark provides rewards to members in connection with participation in activities on their Personalized Wellness Plan. The Personalized Wellness Plan and reward eligibility are designed based in part on Medicare coverage rules. Rules for reward eligibility can change every year and are different for every individual. Highmark will notify you of your reward opportunity via mail. Confirmation of successful completion of eligible reward activities is identified through the Highmark claims and billing systems, unless otherwise identified by Highmark.

To earn a Highmark Wellness Rewards Prepaid Mastercard, the activity must be completed by the date identified on your personalized wellness plan. Your Highmark Wellness Rewards Prepaid Mastercard will be mailed directly to you following the processing of your claim. Please allow up to eight weeks to receive your reward.

Highmark is not responsible for lost or stolen cards. Call Highmark Member Service at the number on the back of your Highmark Member ID card, seven days a week from 8 a.m. - 8 p.m. EST, TTY user call 711 if you have any questions or would like to opt out of the Highmark Wellness Rewards Program.

²Card is issued by MetaBank, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. No cash access or recurring payments. Card valid for up to 12 months, funds do not expire and may be available after card expiration date, fees may apply. Card terms and conditions apply.

The House Call program is for informational purposes only and is not a substitute for professional medical advice, diagnosis, or treatment. The House Call program supports the member's physician care through an in-home visit by a medical professional from Matrix Medical Network.

Matrix Medical Network is a separate company that provides services in support of Highmark's House Call program. Other providers are available in our network.

Highmark Choice Company, Highmark Senior Solutions Company and Highmark Senior Health Company are Medicare Advantage plans with a Medicare contract. Enrollment in Highmark Choice Company, Highmark Senior Solutions Company and Highmark Senior Health Company depends on contract renewal.

Health benefits or health benefit administration may be provided by or through Highmark Choice Company, Highmark Senior Solutions Company or Highmark Senior Health Company. Highmark Blue Shield provides certain administrative communications for these companies. Highmark Blue Shield, Highmark Choice Company, Highmark Senior Solutions Company and Highmark Senior Health Company are independent licensees of the Blue Cross Blue Shield Association.

All references to Highmark in this communication are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

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