

# Highmark Inc.

House Call:

In-Home Health  
Assessments

June 10, 2020

# House Call Program

## ■ Overview

- The House Call program reaches out directly to members to schedule and complete a Health Risk Assessment (HRA) in an annual, face-to-face encounter between the Highmark member and a health practitioner in the member's home
- The visit results in a valid medical record that documents the member's health profile
- Diagnosis codes identified during the House Call are submitted to CMS for inclusion in the member's risk adjusted revenue

## ■ The House Call Program is unique in that it:

- Involves direct outreach to members
- Creates a new medical record
- Allows for a feedback loop with providers to ensure follow-up care

## ■ Key Benefit

- Direct Member Engagement: In-home setting provides valuable insight into member's overall health and well-being while connecting members with the appropriate care management

## ■ The House Call Program is Not a Substitute for an Annual Wellness Visit (AWV)

- While there *are* similarities between a House Call Visit and an AWV, they are **not** the same. The House Call assessment is billed under different CPT codes, cannot treat current or suspected conditions, and is not on-going care. A member can complete **both** a House Call Visit and an AWV within the same calendar year at no cost to the member.

# Program Benefits

- **The House Call Program**
  - **Introduces members to care services, assists members in better understanding their conditions, and explains how they can access needed resources**
  - **Brings attention to issues that may be difficult to detect in a clinical setting, such as:**
    - Fall Risk
    - Home Safety
    - Dietary Needs
  - **Identifies conditions that could otherwise be untreated, undiagnosed, or undetected**
    - Mental/Behavioral Health Issues
    - Domestic abuse or neglect from family members
    - Lack of support or assistance with daily activities
  - **Benefits members that may feel more comfortable discussing health issues or concerns in their home**
  - **Provides member with follow-up recommendations and a summary of the visit**
- **Members can now qualify for Highmark Passport Rewards for completing a House Call visit**

# House Calls Complements the PCP – Member Relationship

- **Every completed House Call results in a comprehensive report back to the members PCP**
  - Reinforces the importance of regular preventative care between the member and the PCP
  - Designed to encourage follow up conversations with PCP and member on information gathered during in-home assessment (when applicable)
  - If, upon arrival, the healthcare professional finds the member in an emergency situation, he/she will alert appropriate emergency services as well as inform the PCP of the situation
- **House Calls focuses on enhancing communication between the member, provider, and health plan**
  - Following the in-home assessment, the member is strongly encouraged to schedule a follow-up visit with their PCP, when applicable
  - In addition to the summary, provider is sent all lab results (if applicable)
- **House Calls supplement the PCP – Member relationship**
  - **In-home assessment vendor-providers do not perform routine physicals or annual wellness visits**
  - House Call Program does not interfere with the participation of any other Highmark programs (e.g. Unconfirmed Diagnosis Code or Enhanced Annual Wellness Visit)
  - Vendor-providers do not provide any treatment to the member
  - The House Call Program is not an on-going service
  - Providers are welcome to conduct follow up visits, additional lab tests, and re-examinations

# House Call Process and Services

## House Call Process

1. Highmark sends member information to vendors
2. Vendor conducts member outreach
3. Vendor conducts House Call visit
4. Vendor creates reporting and sends follow-up

## Vendors, Services, & CPT Codes (for Provider Purposes)

Matrix – In Area Vendor			Episource – Out of Area Vendor		
Current Services	Description	CPT Code(s)	Current Services	Description	CPT Code(s)
Assessment	Base House Call Assessment	99306, 99344, 99080, 99199, 99499, 99309, 99343...	Assessment	Base House Call Assessment	99306, 99344, 99080, 99199, 99499, 99309, 99343...
MAU	Microalbumin test	82043, 3060F, 3061F	MAU	Microalbumin test	82043, 3060F, 3061F
FIT	Fecal immunochemical test	84999, 82274	FIT	Fecal immunochemical test	84999, 82274
HbA1C	Hemoglobin A1c test for Diabetes	83036, 36416	HbA1C	Hemoglobin A1c test for Diabetes	83036, 36416
Bone Density	Bone Mineral Density Screening	76977	Bone Density	Bone Mineral Density Screening	76977
PAD	Peripheral Arterial Disease Screening	93922 (59, 52)	PAD	Peripheral Arterial Disease Screening	93922 (59, 52)
DRE	Diabetic / Diagnostic Retinal Exam	92227, 2022F	DRE	Diabetic / Diagnostic Retinal Exam	92227, 2022F
Spirometry	Spirometry test	94010, 3023F, 3025F, 3027F	Spirometry	Spirometry test	94010, 3023F, 3025F, 3027F
Mammogram	Mammography test (Only on mobile unit)	77067, 3014F			

# Important Information

- Vendor Coverage Areas, Contact Numbers, and Important Emails

<b>Matrix – In Area Vendor</b> Medicare Advantage & ACA	<b>Episource– Out of Area Vendor</b> Medicare Advantage & ACA
Pennsylvania, Delaware, West Virginia	All States (Except PA, DE, & WV)
To schedule a member for an In-Home Assessment, Call: <b>1-888-912-8414 (TTY Users: 711)</b> Monday – Friday: 8 a.m. – 8 p.m. EST	To schedule a member for an In-Home Assessment, Call: <b>1-844-980-2108 (TTY Users: 711)</b> Monday – Friday: 8 a.m. – 11 p.m. EST
Should you have additional questions or concerns regarding scheduling, eligibility, and complaints, please email: <b>SeniorMarketsHouseCallInquiries@Highmark.com</b> <b>(For internal Use Only – Not for Member Use)</b>	



# Appendix

# Provider FAQ

## ■ Why should they schedule an assessment?

- With an in-home assessment, the nurse practitioner can see other aspects of a patient's life that might not be evident in the office. Additionally, nurse practitioners have knowledge on resources within the patient's area in regards to exercise programs (Silver Sneakers), nutritional programs (Meals on Wheels), social services, and financial assistance options for your patients. They are able to identify needs that exist within the home such as a need for medical equipment (canes or ramps), additional care giver services, and further information on mental health services. They also provide a second set of eyes on the many different aspects of your patients' lives.

## ■ Does this replace an Annual Wellness Visit (AWV)?

- No. House Call assessments – while similar to an Annual Wellness Visit – are **not** actually AWVs. The House Call assessment bills under different CPT codes, is **not** on-going care and **cannot** provide treatment for confirmed/suspected diagnoses. A member can receive **both** a House Call Visit and AWV within the same calendar year at no cost to the member.

## ■ Who is eligible for a visit?

- All eligible Highmark Medicare Advantage and targeted Affordable Care Act members can receive an In-home assessment. Members that are specifically targeted are those who may have gaps in their medical file.

For instance, if a member has a diagnosis that was addressed in the previous year but hasn't been addressed currently, that member would be targeted to help close that gap of information; either the diagnosis is still active or has been resolved. By closing these information gaps, better coordination and care planning services can be provided to your patients.

## ■ How will I know if one of my patients has received an in-home assessment?

- Once an in-home assessment has been completed, your office will receive a Detail Summary of the visit. This summary will include vitals, current medication review, medical history review, etc. This summary is mailed to the billing address of the practice's office within 60 days of the completed visit.



# Provider FAQ

- **Is this mandatory?**

- No. This is not mandatory and the member will not receive any penalties, nor will their benefits be impacted for non-participation. It is 100 percent voluntary.

- **Is it really necessary?**

- This one-time annual review ensures Highmark is providing the best service possible to their members, and while not necessary, it is a great way for your patients to stay informed on additional resources that exist in their area. Remember, not all patients live near their PCP and may benefit from someone who knows more about their specific area and living arrangements.

- **What takes place during the visit?**

- The nurse practitioner will check the member's blood pressure, vital signs and reflexes, obtain lab samples (if necessary), review medications, and family health history. Additionally, they will conduct a complete review of systems, a depression screening, and a fall risk assessment. They will provide general education as well as answer any health or medical related questions or concerns.

- **Who is performing the visit?**

- The health care professional coming to the member's house is fully accredited and has passed a full background check. He or she will have a photo ID or will be wearing a badge with his or her name, picture and the health plan's logo and/or a Episource or Matrix Medical Network logo. The appointment can also be scheduled when the member is able to have a family member with them.

# Provider FAQ

- **But most of my patients are healthy**
  - This visit doesn't target a specific group of people; they don't have to be sick to have a visit. The visit helps the member supplement and maintain a healthy lifestyle. It also ensures that they are taking advantage of all the programs and resources they may be eligible for.
- **How does this visit better assist me?**
- In-home assessments allow for comprehensive, quality care for patients. It helps:
  - Identify any symptoms or risk factors found in the home that should receive further evaluation,
  - Assists in combating White Coat Syndrome for those who may be nervous about going to the doctor's office,
  - Provides a holistic picture of a patient's health, and
  - Provides you with this accompanying information so you can be more informed in the health approaches you take with your patients.
- **Are there any additional rewards for members who complete an in-home assessment (Passport Rewards)?**
  - Yes! Highmark Passport Rewards are offered for completing a House Call visit.