

<Member Name>
<Address Line 1>
<Address Line 2>
<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 Clinical Care health professional right to your door. All of their licensed professionals are prescreened for COVID-19 before the House Call.

Please note, this is not your Annual Wellness Visit, but it does give 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 on a virtual health video 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 Take Care Prepaid Mastercard® mailed to you after completion of your visit.*



Call Matrix
Clinical Care at
844-638-0982
to schedule your
yearly in-person or
virtual health visit.
Or, schedule an in-
person visit anytime
at **MatrixForMe.com**.



Complete your visit
by December 31, 2022,
and receive a **\$25**
Highmark Wellness
Rewards Take Care
Prepaid Mastercard.

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



My free House Call Visit is on _____ at _____.

Need to reschedule? Call Matrix Clinical Care at 844-638-0982 (TTY users call 711),
Monday – Friday, 8 a.m. – 8 p.m., Saturday, 8 a.m. – 5 p.m. EST.

*** 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.

¹ All 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 Take Care Prepaid Mastercard, the activity must be completed by the date identified on your personalized wellness plan. Your Highmark Wellness Rewards Take Care 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.

² Card 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. Can be used at select merchants where Debit Mastercard is accepted, see website below. 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, see www.myprepaidcenter.com/page/highmarktakecare.

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 Clinical Care.

Matrix Clinical Care 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.

The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。

