
We hope you enjoyed your House Call visit today.

Thank you for letting a medical professional from Matrix Medical Network visit with you today. You'll be mailed a copy of the health report from your House Call visit. If you had samples taken for any screening tests, those results will be mailed separately, as well as a short survey about your experience.

It was a pleasure to meet with you.



Follow-up with your doctor.

Your doctor will receive a summary of this visit along with any test results to keep them up to date on everything discussed today. We encourage you to schedule an appointment with your primary care physician (PCP) or preferred provider to discuss the recommendations of your House Call visit. It's also a good idea to schedule an appointment if you haven't yet completed your annual wellness visit this year, or to get updated on your preventive screenings and immunizations.



Take advantage of the many resources Highmark offers to members.

You and your Matrix Medical professional discussed a lot of important information today. As a Highmark Medicare Advantage member, you have access to many other resources to help you stay healthy, active, and in control of your health. Just turn the page to learn more.

Make the most of your Highmark Medicare plan.

Take advantage of your annual wellness visit.



For a well-rounded picture of your health, we recommend scheduling an annual wellness visit in addition to today's House Call visit if you haven't already. Both are complimentary with your Highmark plan.

You know from today that your Highmark House Call is a great way to get one-on-one time with a licensed medical professional from the comfort of your own home. You've gained a third-party perspective on your health, as well as tips on how to remove potential safety hazards at home that may lead to falls.

Why is your annual wellness visit also important? Simple — prevention.

An annual wellness visit allows you to have a conversation with your doctor about ways you can improve the quality, safety, and effectiveness of your care. It's a chance for you and your doctor to create a personalized prevention plan for better health.

You'll get the chance to discuss important issues like:



Your physical and emotional health.



Changes or challenges with daily activities.



Immunizations and preventive screenings.



Goals to improve your health and well-being.

Today's visit is not an annual wellness visit, so make sure to schedule one with your doctor if you haven't already.



Tips for talking to your doctor

Talking to your doctor should be easy. Having a basic plan in advance can help you make the most of your appointment.



1 Use the recommendations from your House Call visit health report to begin a list of what you want to discuss. Did a new symptom or question come up in your conversation? Do you have test results to discuss? Be clear when describing your symptoms and expressing your concerns to help your doctor understand.

2 Specifically write down updates on what has happened since your last visit. If you have been treated in the emergency room or by a specialist, tell the doctor right away. Mention any changes you have noticed in your appetite, weight, sleep, or energy level.

3 Take a list of all your medications with you to your appointment. This includes all of your prescription drugs, over-the-counter medications, vitamins, and supplements. Let your doctor know if you are reducing, skipping, or stopping medications because of side effects.

4 Make sure you can see and hear as well as possible. Remember to take your eyeglasses to your doctor's visit. If you have a hearing aid, make sure that it is working well and wear it.

5 Remember that it is okay to discuss sensitive subjects or issues that may seem embarrassing, like bladder control issues, memory loss, or depression. Many people experience these things, and there may be treatment options that can improve your quality of life.

6 Consider taking a family member or friend with you. Your companion can remind you what you planned to discuss with the doctor if needed and help you remember what the doctor said.

7 Take your Highmark House Call health summary with you to your appointment. It's a simple way to keep your health information in one place, and helps you talk to your doctor about what was discussed today.

Need a hand with something? Highmark is here to help.

ONLINE TOOLS AND MEMBER WEBSITE

No more searching for old files. Log in or register for an account at highmarkblueshield.com to access your digital ID card, Find a Doctor tool, deductible progress, and claims status.

HIGHMARK WELLNESS REWARDS PROGRAM

Get rewarded for putting your health first. All Highmark Medicare Advantage members are automatically enrolled in the Highmark Wellness Rewards Program. You can earn a Wellness Rewards Prepaid Mastercard® for completing certain preventive tests and screenings that are on your Personalized Wellness Plan.

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 Wellness Rewards Prepaid Mastercard, the activity must be completed by the date identified on your personalized wellness plan. Your 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. to 8 p.m. EST, TTY user call 711 if you have any questions about the Highmark Wellness Rewards Program.

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. 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.

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

Blackhawk is an independent company that provides prepaid cards and servicing of those cards to Highmark members as part of the Highmark Wellness Rewards Program.

Metabank is an independent company that is the issuing bank that holds the funds associated with the Prepaid Mastercards as part of the Highmark Wellness Rewards Program.

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.

Your health benefits or health benefit administration may be provided by or through Highmark Choice Company or Highmark Senior Health Company. Highmark Blue Shield provides post-sale administrative communications for these companies.

Highmark Blue Shield, Highmark Choice Company, and Highmark Senior Health Company all of which are independent licensees of the Blue Cross and Blue Shield Association.

The Claims Administrator/Insurer 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）。