

We're giving you a holistic picture of your patient's health.

Highmark is pleased to announce a patient wellness program for eligible members of Medicare Advantage and some other benefit plans. We are working with Matrix Medical Network to offer a yearly House Call service with a licensed Nurse Practitioner. Matrix visits and screenings provide a comprehensive view of the member's health.

The member's health plan covers the Matrix House Call, so there is no additional cost to the member.

During these visits, Matrix clinicians will:

- Learn more about the member's home environment
- Offer the member a one-on-one opportunity to ask questions about his or her health conditions
- Gather a comprehensive list of the member's medications
- Provide the member with community resource referrals
- Summarize all diagnoses and recommendations for follow-up care for you and the member to discuss
- Encourage the member to follow up with their Primary Care Physician (PCP)
- When applicable, provide the member with case management referrals
- Provide recommended screenings¹



**Post-Visit Report
Mailed to Your Office
and to the Member**

Demonstrating Positive Outcomes



96% Members follow-up with their PCP when contacted about abnormal screening results²

98% Member satisfaction rate³

83% Members visit their PCP within 90 days of a Matrix in-home health visit²

9.4% Lower hospital readmission rate than those who did not complete a House Call⁴

If you or your patients have questions regarding the Matrix visit or would like to schedule an appointment, please visit matrixforme.com. For more information, be sure to watch the “What to Expect” video which is located on the homepage under “About Matrix Medical Network.”

Frequently Asked Questions

How do members learn about the House Call Program?

An introductory letter will be mailed to the health plan selected members about the program. A couple of days later, our contracted vendor, Matrix, will call them to schedule the visit.

What does the House Call visit entail?

During the visit, the Matrix Nurse Practitioner will review a member’s medications, check safety issues in the home, conduct depression screenings, assess activities of daily living, fall risk, and may recommend additional screenings.¹ If someone is clinically unstable, the Nurse Practitioner will call the member’s PCP that day.

House Call visits do not replace regular doctor visits or annual wellness exams. Matrix clinicians do not prescribe medications or perform and order invasive tests or procedures. Matrix encourages members to speak with their PCP about follow-up and further healthcare decisions.

Is a summary of the member’s assessment available?

Yes, a summary of the visit will be sent to the PCP on record. Additionally, a copy of the complete health risk assessment is available upon request by contacting Matrix at 1-877-561-7413 Monday through Friday, 9:00 a.m. – 6:00 p.m. ET.

Are members required to have a House Call visit?

No. It is voluntary and not meant to replace the services patients receive from their provider.

Why might a health plan member be chosen to receive a visit?

Many factors are considered in determining who can take advantage of this opportunity including the frequency of primary and preventive care visits, chronic conditions and so forth. As you know, getting regular preventive care and check-ups is the cornerstone to good health.

How long does the visit take?

The visit can take up to one hour.

¹Lab test/screenings may include the following for member with open gaps in care: Diabetic Retinopathy Screening (DRS), Fecal Immunochemical Test (FIT), Peripheral Artery Disease (PAD), Hemoglobin A1C (HbA1c), Microalbumin Urine Test (MAU).

²Based on the 2020 completed visits.

³Based on the 2021 BRC Survey.

⁴Of those targeted for program.