Welcome to a free in-home program that helps you receive better health care

Anthem BlueCross

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Anthem BlueCross

HOUSE CALL PROGRAM

The more knowledge you and your doctor have about your health, the more effective your care can be. That's why this personalized in-home visit leads to the ideal treatment plan just for you.

How does the program work?

It starts with a visit.

With your approval, a licensed clinician will visit you in the comfort of your home. This visit helps support the care you now receive from your existing health care providers. During the visit, your clinician will:

- Chat about any questions or concerns you may have about your health.
- Give you some basic health screenings.
- Take notes on your health discussion and record your assessment results.

We will share the assessment results with you and your personal doctors.[1]

What screenings are done?

The visiting clinician will record:

- Your height, weight and body mass index (BMI).
- Your blood pressure (and other vital signs).
- Your responses to a health assessment questionnaire.

No medications will be prescribed, but the clinician will review with you the medications you are now taking.

How long does the visit take?

We know your time is valuable, so we'll go through the program, fill out all the forms and be done in **about an hour**.

Who can attend?

Of course, you are welcome to have a family member, friend or authorized representative with you during our visit.

How do you benefit?

You get quality time with a medical professional.

- You receive **more** time to talk with a health care professional about your needs.
- In a relaxed atmosphere, **more** of your questions can be answered.
- With this personal approach, **more** of your health information is gathered and shared with you and your doctors.

Your participation is voluntary and will not impact your benefits or premium.

In addition, all information will be kept confidential between your doctor and health care providers involved in this program.

We offer this no-cost program to our Medicare Advantage members.

This in-home program supports our goals of improving your health and quality of life. We have screened and contracted with ComplexCare Solutions[2] to bring this valuable program to you.

ComplexCare Solutions has extensive health care experience and, like us, is dedicated to improving the wellness of our plan members throughout the United States.

We both believe in taking the time to create trusted, caring solutions to improve the quality of your health care.

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We'll call you soon to schedule a visit.

To take advantage of this free program, just say "YES"... so better health can be yours!

HOUSE CALL PROGRAM

Have any questions?

If you have questions about the House Call program, contact ComplexCare Solutions at **1-855-778-2768**, 8 a.m. to 9 p.m. ET, Monday - Friday; TTY/TDD: **711**.

To request a copy of your complete evaluation form

You may call:

Laura Canaday, RN, Chronic Condition Outreach Specialist, **1-804-772-0078**, 8 a.m. to 4:30 p.m. ET

Rita Sydnor, RN, Chronic Condition Outreach Specialist, **1-804-772-0125**, 8 a.m. to 4:30 p.m. ET

Lynette Cahill, RN, Chronic Condition Outreach Specialist, **1-239-394-2007**, 8 a.m. to 4:30 p.m. ET

Or, you may send your request or questions to **housecallprogram-external@wellpoint.com**

1 To help ensure your information is shared with your current personal doctors, we will confirm and update their contact information during our home visit.

2 House Call Program is administered by ComplexCare Solutions, an independent company.

For more information, call the Customer Service phone number on your health plan member ID card, 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas), October 1 to February 14; and 8 a.m. to 8 p.m., Monday - Friday (except holidays), February 15 to September 30.

If you don't want to receive materials like this from us in the future, please let us know. Call the Customer Service number listed on your member ID card.

Anthem Blue Cross is an HMO plan with a Medicare contract. Anthem Blue Cross Life and Health Insurance Company is a PPO plan with a Medicare contract. Enrollment in Anthem Blue Cross or Anthem Blue Cross Life and Health Insurance Company depends on contract renewal. Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensees of the Blue Cross Association. ®ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

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