

In-Home Evaluation by Signify Health

Overview

As part of our commitment to your health and wellbeing, your Medicare Advantage retiree group plan includes an In-Home Health Evaluation (IHE) by a licensed and credentialed clinician (certified nurse practitioner, physician assistant or medical doctor) from our trusted partner, Signify Health, at no cost to you.

The 45-to-60-minute IHE or telehealth visit provides extra time outside of a Primary Care Provider (PCP) for you to discuss your physical, emotional and mental health in the comfort of your home. This evaluation can help you discuss health concerns, learn more about disease management programs and have your home checked for possible safety issues.

An IHE involves:

- Clothed physical exam, including vital signs
- Review of active/inactive/chronic medical diagnoses and related medications
- Functional ability and fall risk assessment
- Personal and social history, including drug, tobacco and alcohol screenings
- Diabetes and cancer assessments
- Depression, suicide and mental health screenings
- Clinician assessment with recommendations
- Preventive and chronic disease care recommendations
- Case management referral (if applicable)

You will receive a one-page summary of the evaluation. With your permission, a full report of the IHE is shared with your PCP.

The IHE does not take the place of a visit to your PCP. It is a free added health service to further discuss any health issues or concerns.

Reaching out to our members

Signify Health is our long-term partner for In-Home Health Evaluations. You will first receive a letter from Signify Health, followed by phone calls from Signify on behalf of Blue Cross and Blue Shield of Texas to further explain IHE and steps for scheduling a visit. An In-Home Health Evaluation is completely optional.

All members can receive an In-Home Health Evaluation. There is no obligation or cost.

Timing

You will hear from us soon after you become a member. Understanding our members' health and their concerns is an important part of our care management program.

Preparing for the IHE or Telehealth Visit

Please have your current prescriptions, supplements and over-the-counter medications handy.

All clinicians will answer COVID-19 screening questions before entering your home. CDC guidelines are being followed to ensure the safety of both you and the clinician.



Please visit www.bcbstx.com/medicare/retiree-group-medicare for more information. If you have questions about your benefits, contact Customer Service at 1-877-299-1008 (TTY 711). We are open 8 a.m. – 8 p.m., Central Time, 7 days a week. If you are calling from April 1 through Sept. 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.

Signify Health is an independent company that provides care management activities and member care services for Blue Cross and Blue Shield of Texas. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

PPO plans provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC) and GHS Insurance Company (GHSIC). PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC, HISC, and GHSIC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC, HISC, and GHSIC are Medicare Advantage organizations with a Medicare contract. Enrollment in these plans depends on contract renewal.