



# Welcome

## Invite us over for a Healthy Home Visit

### **Do you want a great way to help maintain your health at home?**

Once we schedule your appointment, a licensed and board-certified nurse practitioner or doctor will go to your home to provide an assessment. This Healthy Home Visit takes place at no extra cost to you. During the visit, they will also check your home for potential issues that may increase your chances of falling.

We work with nurse practitioners and doctors around the country to offer you this service. Every year, about 400,000 Aetna Medicare Advantage members take part in the Healthy Home Visit program.

### **But you already have a doctor, so why take the time?**

Sure, this doesn't take the place of a physical exam from your own doctor.

But it can be a critical part of managing your health at home. After your visit, we share the information with your doctor. Partnering in this way helps us better manage your overall health care needs. It does not affect your coverage in any way.

**We are committed to supporting your best health. Meeting you in your home is for your convenience and comfort.**



# A holistic look at your health in the comfort of your home

## What does the Healthy Home Visit involve?

You can use this yearly visit to:

- Ask health care questions
- Review your medicines
- Update your medical history
- Discuss issues you may have getting the health resources you need
- Discuss concerns you may have to ensure that you can move around safely in your home

The visit lasts about an hour. It includes a limited, noninvasive physical exam. If need be, the nurse practitioner or doctor may recommend that you be further evaluated. Your doctor will get a report.

**Again — this visit is at no extra cost to you. It is all part of your Aetna benefits.**

## It's easy to set up an appointment

Just call us at

**1-877-503-5802 (TTY: 711),**

Monday to Friday

8 a.m. to 8 p.m.

## Frequently asked Healthy Home Visit questions

### 1. How often can I have a Healthy Home Visit?

A nurse practitioner or doctor can visit your home once a year.

### 2. What does Aetna do with the information you collect?

We share it with your primary care doctor. This helps to better coordinate your care and to help ensure your care needs are met. We follow all privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA). We may also refer you to a health advocacy program, such as the Fall Prevention Program, Diabetes Management Program or another program that can help you.

### 3. My spouse has the same insurance that I do. Can my spouse take part in the program, too?

Yes. When scheduling your appointment, the representative can schedule the visit for both of you.

### 4. Does Aetna know the nurse practitioner or physician is getting in touch with me?

Yes. We are partnering with the nurse practitioners and doctors to provide this service. We also work closely with them. We want to make sure that our members are assessed in the most professional manner.

### 5. What does this cost?

The Healthy Home Visit costs you nothing extra. We do offer additional screenings, such as bone density, diabetic retinal screening and HBA1c testing. You may have to pay a copay for these screenings, depending on your benefits. However, they're voluntary, so you're not required to participate.

### 6. Is it going to raise my premium after the visit?

No. We don't use the information you give us to raise costs, including your premium or other cost share amounts.

### 7. How do I know the clinician that comes to my home is with the Healthy Home Visit program?

All clinicians will have an employee ID card from either Signify or Matrix with them to properly identify themselves.



Every year, about **400,000** Aetna Medicare Advantage members get a Healthy Home Visit.



Importantly, over **95%** of the members we surveyed said they were satisfied with their visit\*

\*2018 Aetna Healthy Home Visit survey results from both Matrix and Signify.

# How home visits help members

## How Healthy Home Visits work — *Paul\*\**

"Aetna called me. They said that they would like to have a couple of nurses come in and speak with me. They came in and they gave me a physical, and then we had some conversations.

I've got very bad acid reflux, so I need this certain medication. There's nothing else that works. Medicare said that they were not going to cover it, so I explained that to the nurses.

They were excellent. They sat down and wrote everything down that I had talked about. They said they had a place that could help me with my medication. They told me where to get the form and told me the people to contact. I think they even contacted them. And now I don't pay anything for the medication.

They didn't have to go that far to help me. It's big; it shows you care. After you see how much Aetna cares, I wouldn't have it any other way. I'm very happy with Aetna."

\*\*Actual member story from December 2018. Name has been changed to protect privacy.

## A Healthy Home Visit that saved a life — *Kimberly and Chester\*\*\**

Kimberly — one of our nurse practitioners — conducted a Healthy Home Visit with one of our members named Chester. Kimberly noticed some possible medical conditions, noted her concerns on the health assessment and recommended that Chester follow up with his primary care physician. With Chester's approval, Kimberly also shared her assessment directly with his physician.

In September, Chester called to personally thank Kimberly for being so considerate and thorough during his Healthy Home Visit. It turned out that the information Kimberly uncovered led Chester's doctor to perform tests which determined that he had an aneurysm.

Chester had successful surgery to treat the aneurysm. His doctor informed him that if the aneurysm had ruptured, it would likely have been fatal. Chester said Kimberly's concerns are what caught his condition in time — and he is convinced that Kimberly saved his life.

\*\*\*Actual member story from August – September 2017. Name has been changed to protect privacy.

## Things to do before your visit

- You may have family or friends present during the visit, so invite a loved one over if you wish.
- Write a list of health questions you might want to discuss with the nurse practitioner or doctor. Think about any health concerns or difficulties you have trying to get care. You can use the note page here to write down your questions.
- Gather all medicines you take, including prescriptions, over-the-counter medicines, vitamins and herbal supplements.
- List out any recent care you have received from a provider, including testing such as lab work, x-rays or screenings.
- Wear comfortable clothes that can easily be rolled up when the provider checks your blood pressure and vital signs.

