

Provider Update

2015 House Call Program: Available at No Out-of-Pocket Cost to MA Members

The House Call Program is a voluntary program that we offer at no out-of-pocket cost to our Medicare Advantage members. It gives our members the opportunity to receive non-invasive health services and a health evaluation in the comfort of their own home from a licensed and credentialed clinician. We are offering the House Call program to help support the care our members currently receive.

Through this program:

- The visiting clinician is able to collect information that helps us identify patients who may benefit from case management programs.
- Our members' physicians can use the evaluation forms to match health care needs with the appropriate level of care.
- Amerigroup* is able to meet its Centers for Medicare & Medicaid Services annual obligation to report all required diagnoses to CMS for each member for the purpose of risk adjustment.

We kick off the program by mailing a letter and a program brochure to our members. The mailer is then followed by a phone call from a contracted vendor to schedule an appointment with one of its clinicians for an hour-long visit.

During the visit, the clinician uses a health evaluation form to document all medical conditions that exist on the date of the visit. We will send a summary of the evaluation to the member's physician identified during the house call visit. We will make full copies of the completed forms available to the members' physicians to include in their records per request. We also will provide copies of the forms to members at their request. In addition, based on the outcome of the health evaluation, Amerigroup may conduct post-visit outreach with a member's physician and may make a case management referral.

Providers may request a copy of member evaluations by emailing housecallprogram-external@amerigroup.com or by calling toll free 1-844-227-0154.

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*In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup, Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a DSNP plan with a Medicare contract and a contract with the State Medicaid program. In New Mexico: Amerivantage is an HMO with a Medicare contract. Enrollment in Amerivantage depends on contract renewal.

