

Meeting members where they are with Optum HouseCalls

More than 46 million people in the U.S. live in rural areas.¹

Members in rural areas often have limited care options and access to health care, so they sometimes delay preventive exams or ignore symptoms.²



Program benefits

The Optum® HouseCalls program provides annual in-home clinical assessments for Medicare Advantage members of participating health plans available in 50 states. Improve members' health and achieve business goals with the HouseCalls program.

Payer benefits



Helps health plans gain a deeper understanding of members' health



Can extend the plan's reach to serve more patients in more places



Advanced practice clinicians (APCs) can flex and scale as needed, to cover one or several states



APCs can step in as supplemental staffing if plan coverage is sparse

Member benefits



Monitor member health



Improve member access to care



Close gaps in care



Address social determinants of health

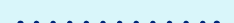
Jack's story

For Jack, a preventive care visit from a HouseCalls nurse practitioner helped save his life.

Every morning, Jack feeds about a dozen deer at his rural property. One day as he finished, he noticed he was breathing heavily.

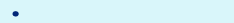


Luckily, Heather, a HouseCalls nurse practitioner, was scheduled for Jack's annual in-home assessment that day.

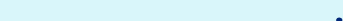


Heather took his blood pressure and noticed it was dangerously high.

She said she was going to tell him what she'd tell her own father, that he should go to the ER.



Jack's heart had a 97% blockage. Surgery to implant a stent prevented a massive heart attack.



Jack says he wouldn't have gone to the doctor if not for Heather, and the doctor says doing so saved his life.

See Jack's story for yourself. [Watch the video.](#)

We travel far and wide to support members' health

Our traveling APCs log thousands of miles every year to meet members where they are.



3,200+

APCs in our clinical network



390+

traveling APCs



120

new counties visited in 2022



285K

visits completed in rural counties in 2022³

How it works

After a member schedules their in-home visit, a traveling APC comes to the member's home. Each visit includes a health assessment, and the member is given condition-specific educational materials. After the visit, urgent needs receive immediate follow-up. If appropriate, the member is referred to various programs and subsequent follow-up is completed.

The member

The primary care provider

APC shares and creates an open line of communication among:

The health plan

The HouseCalls team



Contact Optum to learn more today.

ingenuity@optum.com | 1-866-427-6804 | optum.com/housecalls

1. CDC. [About rural health](#). August 2017.
2. FDA. [Rural health fact sheet](#). June 2021.
3. 2022 Optum HouseCalls program data.