



HouseCalls associated with fewer emergency visits, hospital stays

Medicare Advantage members who received in-home, comprehensive assessments via the Optum® HouseCalls program spent less time in emergency room and inpatient hospital settings, researchers at Yale Medicine working in collaboration with Optum have found.

The peer-reviewed study, published in *Medical Care*, observed reductions in both emergency department (ED) visits and inpatient hospital stays for those receiving HouseCalls visits across 4 conditions*:

- Type 2 diabetes
- Hypertension
- Coronary artery disease
- Depression

Optum

Receiving an in-home visit was associated with:

ER

Reduction in ED visits

4.4%

fewer ED visits for those with hypertension*

4.1%

fewer ED visits for those with Type 2 diabetes*

4.1%

fewer ED visits for those with coronary artery disease*

3.7%

fewer ED visits for those with depression*

H

Reduction in hospital stays

5.14%

decrease in inpatient admissions for those with hypertension*

5.2%

decrease in inpatient admissions for those with Type 2 diabetes*

4.6%

decrease in inpatient admissions for those with coronary artery disease*

2.5%

decrease of inpatient admissions for those with depression*



How it works

HouseCalls visits support continuity of care by identifying, documenting and helping to address many urgent needs.

HouseCalls then shares assessment results with the individual's primary care provider and can directly refer the member to support services, including social workers, behavioral health, pharmacists and care management programs.

Other notable numbers for those who received in-home visits:

- Visited members also saw a 1.95% decrease in major adverse cardiovascular events for members with coronary artery disease (CAD).*
- Reduced wait times to receive follow-up primary care, ranging from 2.5 days for hypertension to 5 days for depression.*

Annual in-home comprehensive assessments can help identify and address the health and social needs of those enrolled in Medicare Advantage.

The study also shows how Medicare Advantage can assist people to find the best paths of care at the right place and time. It also helps reduce health care costs through modernized, coordinated clinical programs that address people's unique needs.



The bottom line: The HouseCalls program expands access to care, provides education, and coordinates appropriate follow-up care to improve a member's health and well-being and reduce unnecessary healthcare utilization.

Source

*Smolderen KG, Heath K, Ameli O, et al. In-home visits and subsequent health outcomes in Medicare Advantage beneficiaries with coronary artery disease, diabetes, hypertension, and depression. *Medical Care*. 2023;61(6):366-376.

Contact us or visit
optum.com/housecalls
for more information.

Optum

optum.com

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer. Stock photos used.

© 2023 Optum, Inc. All rights reserved. WF10860986 08/23