UnitedHealthcare® HouseCalls

We want to help you take advantage of your plan features and benefits – including a yearly UnitedHealthcare® HouseCalls visit. This is available to you at no additional cost.

What does HouseCalls include?

- One 45- to 60-minute at-home visit from a health care practitioner, each year.
- A head-to-toe exam, health screenings and plenty of time to talk about your health questions.
- A custom care plan made just for you.
- Help connecting you with additional care you may need.

Why choose a HouseCalls visit?

- ✓ It's a preventive care check-in without the hassle of getting to and from a doctor's office.
- ✓ There's no time spent in the waiting room. You stay in the privacy of your own home.
- ✓ You and your regular doctor stay informed. We send a summary of your HouseCalls visit to both you and your doctor.

Get started today. Schedule a visit.

Call toll-free **1-866-447-7868**, TTY **711,** Monday – Friday, 8 a.m. – 8:30 p.m. ET.
We'll send you an appointment reminder with tips to help you prepare for your visit.

COVID-19 safety protocols are in place.

What this means for you:

- Our licensed medical staff will be wearing protective gear, including gloves and a mask, to keep you safe.
- Well also offer a mask to you if you'd like to wear one.
- You'll receive COVID-19 education and prevention tips.
- We'll address any individual needs you have around access to care and other support.
- As always, you have our commitment to prioritize your safety, as well as the safety of our medical staff, during a HouseCalls visit.

continued

United Healthcare

HouseCalls

Common Questions

How long will the visit last? What will happen?

The visit takes about 45 minutes to an hour. You'll get a health evaluation, including a physical exam and other important screenings. The rest of the time is spent talking about health topics that are important to you.

Where should the visit take place?

It can be done while sitting at your kitchen table or in the living room. Wherever is comfortable and convenient for you.

Do I need to prepare for my visit?

Before your visit, we'll send you a reminder with tips on how to get ready for your visit. These include:

- Be prepared to give a urine sample
- Wear shoes that are easily removed to have your feet checked
- Have your medications in their original packaging ready to review
- If you have any of the following, have them ready to share:
  - appointment cards for upcoming doctor visits
  - blood pressure readings
  - your blood glucose meter and blood sugar test results

Also, the day before your visit, our health care practitioner may call you to introduce themselves and answer any questions about the visit.

I already see my doctor regularly. Is this for me?

Think of a HouseCalls visit as an extra layer of care. It gives you valuable one-on-one time you don't always get in the doctor's office. Plus, we share details about your visit with your regular doctor.

Have questions about your health plan benefits?

Visit **UHCRetiree.com**

Or call the Customer Service number on the back of your member ID card.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. UnitedHealthcare Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCION: si habla espanol, tiene a su disposicion servicios gratuitos de asistencia lingüistica. Llame al número de teléfono gratuito para miembros que aparece en la tarjeta de ID.
注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請撥打您會員卡所列的免付費會員電話號碼

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