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 500,000 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.

AetnaRetireePlans.com

72.03.739.1 B (8/21)

❤aetna®

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 about moving 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.

Telehealth appointments may also be available in your area.

It's easy to set up an appointment

Just call us at **1-877-503-5802 (TTY: 711)**, Monday–Friday, 7 AM–7 PM CT.

Or visit **Schedule.SignifyHealth.com** to schedule an appointment online.

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 our 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 **500,000** Aetna Medicare Advantage members get a Healthy Home Visit.

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

*2020 Aetna Healthy Home Visit survey results from both Matrix and Signify.

How home visits help members

Bethany's* story …

"Aetna called me and had a nurse come out to the house to do a physical and have some conversations about my health. I really appreciated the 45 minutes of talking during my Healthy Home Visit. The nurse reviewed all of my prescriptions, as well as over-the-counter medication I was taking. She also suggested that maybe I should not take two of them at the same time; and instead take one in the evening, which eliminated the leg cramps I was having while trying to fall asleep. I was really happy to hear that my primary care doctor was getting a copy of the notes from our visit."

*Actual member story from 2021. Name has been changed to protect privacy.

Patricia's** story …

Pat Respert says she's lucky to be here today. After arranging a Healthy Home Visit for her and her husband, Herman, an Aetna-approved, registered nurse came to their house. This was at no extra cost to them.

During this visit, the nurse discovered Pat's blood pressure was dangerously high. Although Pat felt fine, the nurse insisted she go to the hospital. Pat was in danger of having a stroke. Pat says, "If it wasn't for Aetna, I wouldn't be here today."

**Actual member story from 2018.

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.

Questions and notes

♥aetna®