

# HouseCalls



**HouseCalls** is a **yearly in-home preventative visit** for members of participating Medicare Advantage plans to stay on top of their health between regular doctor visits.

**1:1 time with a licensed healthcare practitioner**

**No-cost, convenient personalized care for members**

## Overview

Members get valuable one-on-one time with a **licensed health care practitioner** for a visit in the comfort of their home. This allows members to ask questions and complete the health screening tests in a relaxing, familiar setting. The HouseCalls visit does not replace their annual check-in with their Primary Care Provider (PCP), it complements by providing an opportunity for an additional health check-in during the year. HouseCalls is offered in all 50 states and D.C.

A HouseCalls visit may include:

- Cognitive and mental health screenings
- Physical exam
- Functional assessment
- Medication review
- Environmental assessment
- Labs and screenings

## Why UnitedHealthcare?

A HouseCalls visit may result in a more complete and accurate identification of a member's health condition(s), which may help members avoid serious problems, higher costs and hospital visits. HouseCalls is a **differentiator** in the market and may help with member retention.



**99%**  
satisfaction rating  
among members



**75%**  
of older adults  
had an in-office  
primary care visit within  
90 days of a HouseCalls  
visit



**288K**  
emergent conditions  
were detected by  
HouseCalls  
clinicians in 2024



**575K**  
of HouseCalls visits  
were completed in  
low-income  
communities in 2024

Source: 3/6/2025 (Article) [HouseCalls: Better access, improved health outcomes and lower costs for patients and government](#)



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## How does it work?

A licensed health care practitioner will come to the member's home at the scheduled time and conduct the HouseCalls visit.



**Throughout the 45 to 60-minute visit**, the health care practitioner **identifies and addresses open gaps in care**. As appropriate, they may refer members to pharmacists, care managers, social workers or condition management programs.



**At the end of the visit**, the health care practitioner leaves the member with a personalized checklist for recommended follow-up with their PCP.



**After the visit**, the member and their PCP will be mailed a full summary of the visit, including the lab results from the tests conducted. Assessment results are communicated to the member, their PCP and the health plan, as directed.



Members can visit [the HouseCalls website](#) to learn more.

## How can you support members?

- Help members know what to expect during their HouseCalls visit.
- Agents can refer to the plan documents to determine eligibility.
- Members can call the toll-free number on the back of their UnitedHealthcare UCard® to find out if they qualify for HouseCalls
- Eligible members may receive an email and letter with a phone number they can call to schedule their visit.
- Some health plans offer a reward for completing a HouseCalls visit. For questions related to HouseCalls visit rewards, call the HouseCalls scheduling coordinator team at 1-866-799-5895.

