



*We're working with your patients
to help give you a complete
picture of their health*

OUR IN-HOME MEDICARE PROGRAM OFFERS YOUR PATIENTS A FREE HEALTH RISK EVALUATION



CASE STUDY

Ensure your patients receive care that meets their unique needs

By gathering information on patient health, we're supporting your goal of quality patient care. The result is an up-to-date snapshot of your patients' current health status.

Signify Health™ partners with health plans to provide in-home health risk evaluations (HREs) to their members, which extends the reach of complete documentation and accurate data collection. Our HRE solution captures an accurate clinical picture of a patient's health, including a comprehensive medication review, gaps in care closure with a focus on quality measures resulting in a care plan to manage risk. A thorough summary is delivered to the patient and to you, as their primary care provider (PCP). In addition, HREs can uncover clinical and social determinants of health (SDOH) that may contribute to the condition of the patient's health.

Complete documentation leads to improved quality of care for your patients. HREs are voluntary and are not meant to replace the services they receive from you. Rather, this program is complementary to your services and helps support our mutual focus on ensuring your patients receive care that meets their unique needs.

Here's how our In-home Medicare program works:

1. Eligible patients receive an informational letter about the in-home health risk evaluation program.
2. Signify Health will call patients to schedule a 45 to 60 minute evaluation with a clinician.
3. During the home visit, the clinician will perform a variety of basic health screenings such as blood pressure and BMI, review the home environment and perform a comprehensive medication review.
4. The clinician will talk with the patient regarding their current health status, fill out a detailed health evaluation and submit the evaluation for coding and clinical documentation improvement review
5. Results of the HRE will be sent to your office, where you can upload the summary into your patient's medical record.

Benefits of the HRE Program



13%

Members had at least one case management referral from Signify Health



77%

Members return to an outpatient office setting post HRE encounter



55min

Average minutes of evaluation visit per member



30%

Visit acceptance rate with an evaluation completed or currently scheduled



20+

Number of quality measures impacted during an evaluation



63%

Member completion rate for Health Risk Evaluations

Case Study

Health plan member Jane Smith has a PCP that she sees frequently when sick. As she has not had her annual wellness visit and / or physical examination, knowledge of her current health status is limited. Using health plan medical and pharmacy claims, socioeconomic and demographic data, Signify Health identified her to likely having multiple risk and quality gaps in need of review. An in-home health risk evaluation was scheduled and performed for Jane.

The Signify Health clinician documented that despite her frequent PCP engagement and adherence to filling her prescriptions, she is non-compliant in taking them as prescribed and is embarrassed to ask her PCP too many questions. Her daughter is her caregiver and recently started a new job now causing Jane to be socially isolated and homebound with no transportation.

In addition, she also has financial difficulty and has to make choices between different bills. By capturing this information and sharing it with the health plan and her PCP, Jane was able to secure transportation, take part in the Silver Sneakers program and have ongoing conversations about her medications increasing her adherence.

Here's how our In-home Medicare program boosts patient satisfaction:

Signify Health conducts surveys following an evaluation and has maintained a **95% patient satisfaction rating**. Below is direct feedback from patients who have completed a health risk evaluation with Signify Health:

"The provider was excellent, very thorough, made me feel like she was really interested. She was very helpful, answered questions and was very professional. She made sure I was taken care of in every way and I would like this provider again next year, if possible."

A daughter called on behalf of the patient to compliment the physician. The physician did a wonderful job and they were very impressed. The daughter is a nurse herself and was very, very impressed by the visit. "He was very thorough, informative, and caring. One of the best experiences I've had."

Please talk to your patients about the benefit of the In-home Medicare program with Signify Health.

ENHANCED CLINICAL SERVICES

Signify Health can provide clients with additional in-home screenings

While in the home, we can provide screenings such as Peripheral artery disease (PAD), Bone Density, hemoglobin (A1C), Microalbumin (CKD), Fecal occult blood test (FOBT), and Diabetic Retinal eye exams. In addition, we can perform comprehensive medication reviews and provide flu vouchers.

HEALTH RISK EVALUATION

Signify Health will fax or mail copies of the evaluation to your office. And upon request by patients, Signify Health also will send a copy of their evaluations to them. If you have any questions about the program, please call (855) 319-4448. If you prefer, you can also email your request or questions to info@signifyhealth.com.