



## Free in-home health assessments for Aetna and Coventry Individual and Small Group members

### Q. Who can take the health assessment?

A. The health assessment service is available to Individual and Small Group (2-50 in 2015 and 2-100 in 2016) members who purchased their plans either on or off the public exchanges.

- It's free, voluntary, confidential and convenient.
- It won't change or affect coverage in any way.
- It won't replace a member's regular doctor -- In fact, it complements the care they receive from their regular doctor.

### Q. Who will be conducting the health assessments?

A. We've contracted with MedXM and Your Home Advantage (YHA) to conduct the health assessments. Members with questions about the health assessments can also call the vendor directly at:

<b>Med XM</b>	<b>1-888-306-0615</b>
<b>YHA</b>	<b>1-888-998-9880</b>

These contact numbers are also on the member letters.

### Q. What can members expect?

A. During the in-home health assessment, members get a 45-minute session with a licensed doctor or nurse practitioner. The nurse practitioner will conduct a brief physical exam, take a blood pressure reading, listen to heart and lung sounds, and review a list of current medications. Members may ask any questions they have about their health.

As a final step, we'll share the results with the member's primary care physician (PCP). Members will be able to review the recommendations and will get a list of questions to ask their doctor at a future visit.

We're working with two vendors, **MedXM** and **Your Home Advantage (YHA)**, to conduct the health assessments. We began reaching out to members about the in-home health assessments in April and will continue as we move through the rest of 2015 and into 2016. Outreach calls take place in all regions and are aimed at members with a previously diagnosed condition and that have not visited their doctor for a give submission year.

During outreach, members:

- Will get a letter from us letting them know this service is available. A sample of the letters can be found at the links below:
  - [MedXM](#)
  - [Your Home Advantage \(YHA\)](#)

- Will get a call from one of our vendors to ask preliminary questions and schedule an appointment for an in-home health assessment.
- Can schedule their health assessments immediately.

**Q. Do members have to complete the assessment in their home? Can they go to another location?**

**A.** We found that many of our members actually prefer the convenience and comfort of doing the assessment in their own home.

However, in some Florida locations MedXM may provide members a local wellness clinic where they can go for a health assessment appointment, if they prefer. When MedXM calls to schedule an appointment, they'll give them the option of going to a local clinic. These local clinics will be at Walmart locations.

**Q. What's the difference between in-home and telephonic health assessments?**

**A.** Previously, we contacted some Aetna and Coventry members to complete a health assessment over the phone. In some cases, we may ask these same members to take part in the in-home health assessment as well. The in-home health assessment is more detailed and will give us a more complete picture of a member's health status and opportunities for health management programs. We'll replace telephonic health assessments with in-home health assessments going forward. Members will no longer receive outreach calls for both.

**Q. Can my client take the telephonic or online health assessment (instead of the in-home health assessment)?**

**A.** No. It's important for us to conduct the health assessment in person. That way we can tailor the appointment to the member's needs and also answer questions they may have.

**Q. How long will the health assessment take?**

**A.** The health assessment visit usually takes about 45 minutes.

**Q. Is there a cost if my client decides to participate in the assessment?**

**A.** No. Our members are eligible for this free service once per calendar year.

**Q. What will Aetna do with the information from the in-home health assessments?**

**A.** We will share the results with the member's primary care physician (PCP) who can then answer any questions from the member. Also, as part of the Affordable Care Act (ACA) Aetna is required to submit diagnosis and claims information to the government for our insured population (Individual & Small Group on and off exchange) in conjunction with risk adjustment. This program supports our National strategy for risk adjustment as it relates to the ACA laws and provisions.

**Q. Is there an incentive available for clients to complete the assessment?**

**A.** In 2015, Aetna will offer a \$25 gift card for Amazon (SE Florida members receive a \$25 gift card for Walmart). In 2016 this incentive will expand to include Coventry members.

**Q. Are members required to complete the health assessment? If they decide not to, will they lose their coverage or will their premiums go up?**

**A.** Members aren't required to participate in the health assessment. Their coverage and premiums won't change if they choose to participate or not. We strongly encourage our members to take advantage of this opportunity because of the benefits it offers them.