

Aetna Better Health® of Michigan

28588 Northwestern Hwy, Suite 380B
Southfield, MI 48034
1-866-316-3784



AETNA BETTER HEALTH® OF MICHIGAN

July 22, 2022

RE: Healthy Home Visit Program

Dear Provider,

As part of the Aetna Better Health of Michigan Healthy Home Visit program, we will be reaching out to some of your patients to schedule in-home assessments with Signify Health. These assessments may offer additional insight into their social and environmental factors identified in the home. Recognizing that these elements may impact your patient's health, we will be mailing you and the patient a summary of the visit. We encourage our members (your patients) to share the findings with you, their PCP during their next visit. This program is not intended to replace the member's relationship with you as their primary care physician (PCP).

The Healthy Home Visit will be conducted by a licensed clinician (MD, NP or PA) in the comfort of the members home <or via a video conference>. The assessment may help identify clinical programs or services available through Aetna Better Health of Michigan that could benefit your patient. There will also be instances where they may be referred to community resources, if necessary. A letter describing the program will be sent to your patients which may result in additional questions.

To support you in answering questions your patients may have, we have provided the following information:

- The purpose of the home visit is to gather additional health and quality data from your patient and to understand social and environmental factors obtained from the patient's home that may be affecting their health.
- In addition to aiding the health plan in better understanding the member's/patient's needs for community and clinical programs, this same information may be helpful for the primary care physician or other healthcare providers care plans.
- This visit will not affect the eligibility of patients with Aetna Better Health of Michigan coverage, change their benefits or cause the cost of coverage to change. This is a voluntary program for the patient and is offered at no cost.
- Signify Health healthcare providers will review and document medical history, current medications as well as social determinants of health needs. The assessment also may address existing health conditions and services received that you may not be aware of as they may have been diagnosed and provided by other physicians, such as specialists.

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- A non-invasive physical exam (vitals), as well as a comprehensive assessment, including but not limited to depression screenings, functional status, fall risks/home safety and family support will be performed. The entire health assessment may last up to an hour.

If you have general questions, please contact: Aetna Customer Service at 1-866-316-3784 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. Eastern time. If you have specific questions about this program or letter, please contact Signify Health at 855 225-3183, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

Sincerely,

Lawrence Hayes
Sr Mgr, Provider Relations