



**Being heard without being hurried.  
That's good medicine.**

Learn about House Call, an in-home clinician visit.



# Had more to say at your last doctor visit? Tell us.

When you know more about your health needs, your doctors can, too. This is exactly what a House Call<sup>1</sup> visit can do for you. A House Call clinician dedicates time to listen to your concerns and needs and to answer your questions. And they come to your home at no additional cost.

## How does the House Call service work?



### It starts with a visit.

In addition to listening and providing answers, a licensed clinician will come to your home to fill out a health survey, perform basic screenings, and go over your prescriptions and survey results with you.<sup>2</sup> After your House Call visit, we'll share any results with you and your doctor.<sup>3</sup>

This yearly visit doesn't replace other care services, but helps support the care you receive from your doctors. It helps you stay on top of your health in between doctor appointments.



### What screenings are done?

The clinician who visits you will record:

- Your height, weight, and body mass index (BMI).
- Your blood pressure and other vital signs.
- Your responses to a health assessment survey.



### How long does the visit take?

It takes about an hour. During this time, your clinician will go over the program with you and fill out the survey.



### Who can be with me during a visit?

You're welcome to have a family member, friend, or representative join you for your visit.



### What do I get with a House Call visit?

You'll get more time to talk with a medical professional about your healthcare needs, share any concerns, and ask questions. And all in the comfort of your home and at your own pace. Our clinician may learn more about you and your health to share with you and your doctors.



### It's completely optional.

Whether you choose to have a House Call visit or not, your benefits or premium won't be affected. And please know, all information you share with us is kept private.



### It's at no additional cost to you.

We have teamed up with Matrix Medical Network to bring you this in-home care program. This is just one of the ways we are working toward our main goal of improving your health and quality of life. Matrix has vast experience providing expert care and health services. Like us, they believe it's worth taking the time to care for you and support you and your primary care doctor.

If you'd like more information about House Call, please call the Member Services number on your plan membership card.

**You can earn a \$50 gift card for completing a House Call visit. Schedule one today. Visit [bit.ly/appointment-matrix-441](https://bit.ly/appointment-matrix-441) or call us.**

# Have more questions about House Call?

Call Matrix at **1-888-912-8414**, Monday through Friday,  
8 a.m. to 8 p.m. local time and Saturdays, 8 a.m. to 5 p.m. ET.

Call the House Call program at **1-844-227-0154** or email questions to  
[housecallprogram-external@anthem.com](mailto:housecallprogram-external@anthem.com).

1 House Call program is administered by Matrix Medical Network, an independent company.

2 House Call clinicians do not prescribe medication. The visiting clinician will review your medications with you and may make recommendations for you to talk about with your primary care doctor.

3 To help ensure your information is shared with your current healthcare providers, we will confirm and update their contact information during the in-home visit.

The information in this document is meant to educate. It is not meant to serve as medical advice. Please check with your doctor for any advice about your health.

If you don't want to receive these kinds of materials from us in the future, please let us know. Call the Member Services number listed on your plan membership card.

Translation services are available. Please call the health plan at the Member Services phone number listed on your plan membership card.

We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities.

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