

IHA & VHA Fact Sheet

What is an IHA and a VHA?

IHA - In-Home Health Assessment.

VHA - Virtual Health Assessment.

Who conducts the IHA and the VHA?

IHA - Signify Health is the vendor for Arkansas Blue Cross and Blue Shield, and authorized Certified Nurse Practitioners (CNPs), M.D.s and D.O.s perform an assessment with a once-per-year home visit to the member.

VHA - Signify Health is the vendor for Arkansas Blue Cross and Blue Shield, and authorized Certified Nurse Practitioners (CNPs), M.D.s and D.O.s perform an assessment once per year for the member via video/audio conferencing.

How much does it cost the member?

IHA and VHA - There is **no cost** to the member. No copays, no coinsurance, no cost at all to the member. This is a free benefit provided by Arkansas Blue Cross.

Can I get an IHA and a VHA in the same year?

IHA and VHA - No. Only one of these two options can be performed per year.

Is Signify Health a legitimate company?

IHA and VHA - Yes. Signify Health has been approved to work with Arkansas Blue Cross by the Blue Cross Blue Shield Association.

Will it appear on the Explanation of Benefits (EOB)?

IHA and VHA - Yes, it will appear on the EOB but with \$0.00 cost.

Will this replace the member's visit to their PCP?

IHA and VHA - No, this does not replace the member's visit to their primary care physician (PCP). A copy of the assessment will be sent to the member's PCP for notification purposes only. The member is encouraged to visit their PCP.

Who gets an assessment?

IHA and VHA - This program is for targeted members, based on past claims data.

Can my other family members get an assessment?

IHA - If they are included on the targeted member list, they can schedule an In-Home visit.

VHA - If they are included on the targeted member list, they can schedule a virtual assessment.

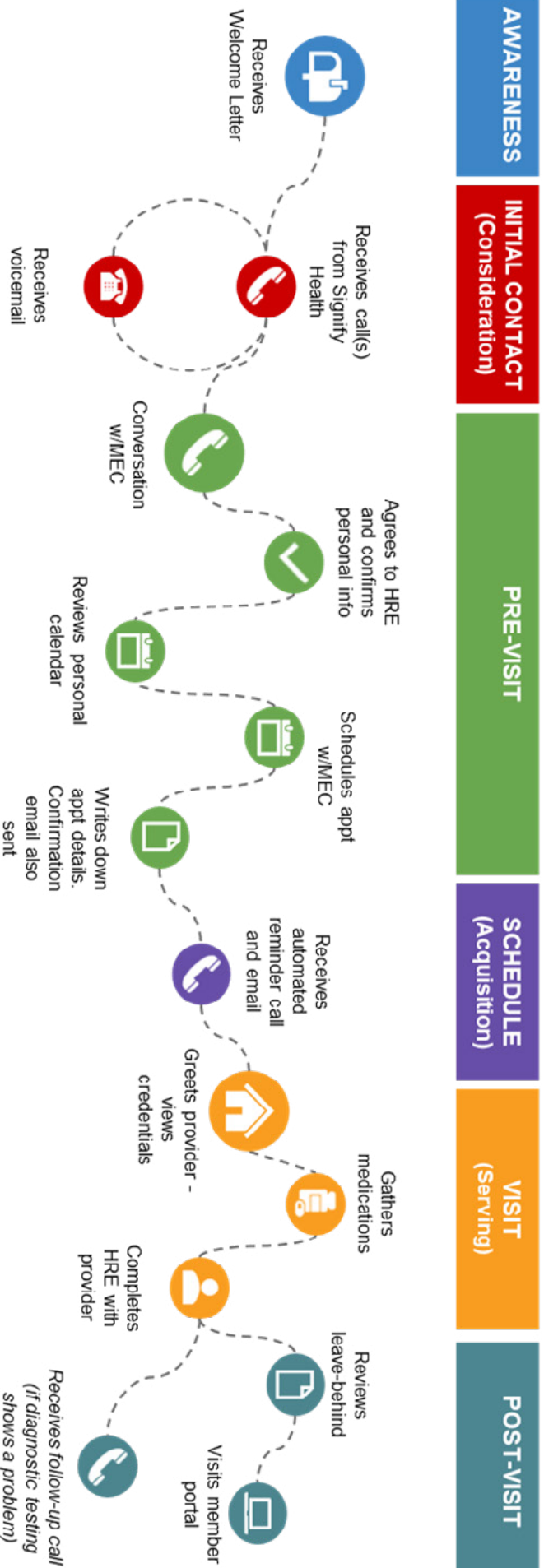
Who do I contact at Arkansas Blue Cross?

IHA and VHA - For internal questions, please email signifyacaoperations@arkbluecross.com.

Who should members call with questions?

IHA and VHA - Signify Health customer support team: 1-833-449-7588.

The Member Experience and Signify Health's Reporting Status Codes



Reporting Status Code Definitions

- Outreach in Progress:** Our Member Services team is making calls, and leaving voicemails if applicable, to schedule a visit.
- Unable to Engage:** Our Member Services team has tried to contact the member, but we were unable to speak to them or leave a message
- Member Declined:** We have reached the member and they've stated they do not want to participate in the visit
- Assessment Scheduled:** The member has confirmed a date and time they would like the visit to occur.
- Member Cancelled:** The member called to cancel the visit. We'll reach back out to reschedule the visit.
- Assessment Complete and In House:** Once the assessment is complete and passes our Coding QA, the member status will change to Completed.

Signify Health is an independent company contracted by Arkansas Blue Cross and Blue Shield to perform virtual and in-home health assessments for selected members. Arkansas Blue Cross and Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.