

Health Assessment

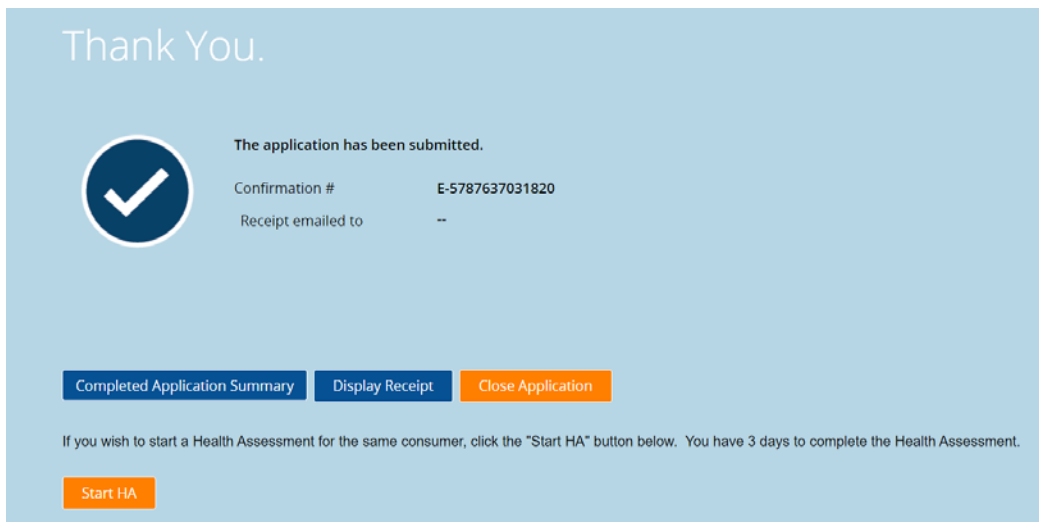
UnitedHealthcare can better understand a member's unique health needs by obtaining a health assessment from the member. The health assessment is a tool that quickly identifies members at high risk for inpatient hospitalizations and those who may benefit from clinical programs. For coordination of care and Star Ratings, UnitedHealthcare should obtain a health assessment from members enrolling in a MA/MAPD, especially those in Chronic or Dual Special Needs Plan (SNP).

You can support UnitedHealthcare as a Partner in Care by completing a health assessment along with an enrollment application in LEAN. The health assessment must be submitted within three calendar days of the application signature date. Based on the responses, information could be shared with the member's providers. Answering these questions will have no effect on the member's plan membership.

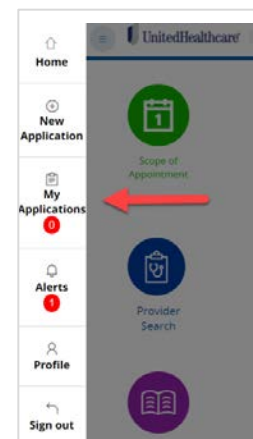
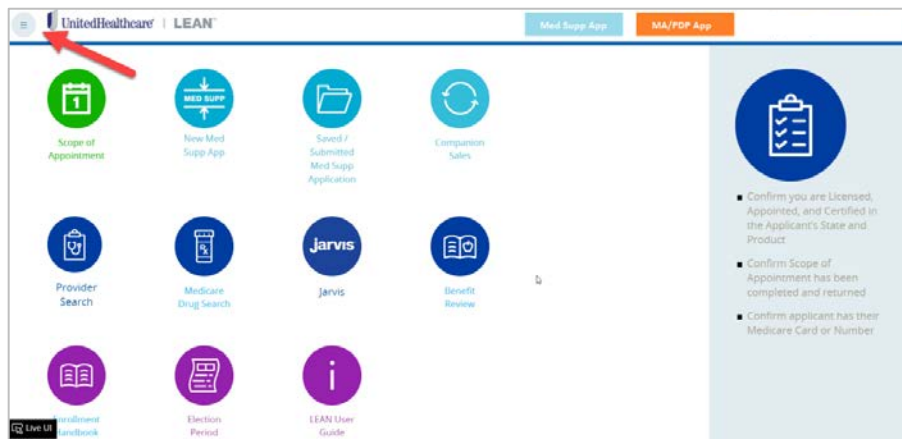
Once you have completed the member's enrollment application in LEAN, follow the instructions below to complete the health assessment:

1. Starting the Health Assessment

After you complete the enrollment application, click **Start HA** to begin the health assessment.



If you don't start the health assessment immediately after the enrollment, you can also return to the LEAN dashboard. Click the My Applications tab on the hamburger menu on the left side of the dashboard.



Once you click on the Submitted tab, the **Start HA** button will appear alongside any eligible application.

| Action Required | Submitted | | | | | | |
|-----------------|-----------------|-----------|-------------|---------|----------------|-----------|--------------------------|
| Conf # | First Name | Last Name | Signed Date | Status | Date Submitted | HA Conf # | |
| 1 | E-5787637031820 | testha | test0402 | 3/18/20 | Submitted | 3/18/20 | Start HA |
| 2 | E-5761493031620 | testrs | test0316 | 3/16/20 | Submitted | 3/16/20 | Start HA |
| 3 | E-5727979031220 | test | test | 3/12/20 | Submitted | 3/12/20 | |

Click on **Start HA**. If the **Start HA** button is not present/active, you are not permitted to complete a health assessment based on the plan in which the consumer is enrolling or the three day time period has passed.

This will open the health assessment. To continue, you must read the statements and click the “I Agree” button for the attestation. **Do not read these statements to the member.**

All of the member’s information is pre-populated from the LEAN application. If you did not include the member’s home phone number on the LEAN application, you will be required to provide it here.

Health Assessment

HA ATTESTATION (FOR AGENT USE ONLY)

- A Health Assessment is a short survey that helps the health plan assess a member’s health needs.
- Health Assessments are conducted within 90 days of enrollment, and annually within 365 days of the previous completed health assessment. Additional health assessments may be completed with a change in health status.
- Health Assessments are used to assess each member for needs related to medical conditions, psychosocial status, functional status, cognitive ability and mental health.
- Information collected from the Health Assessment is used to develop an Individualized Care Plan (ICP) which is shared with the member’s providers.

 I Agree or I Understand the above information regarding Health Assessments.

Enrollee Information

Today's Date: 02/10/2020

First Name: Last Name: State:

Date of Birth: 01/18/1905 Home Phone Number: Medicare Number (MBI):

2. Navigating the Assessment

Capturing Responses

As the member answers the assessment, click the appropriate response.

Health Conditions *(Please mark each condition that applies to you.)*

- Heart attack in the past
- Kidney dialysis
- High blood pressure, high cholesterol, or other type of heart disease
- Diabetes or blood sugar problems

The last question has a dropdown for you to choose the correct response.

Other

How confident are you in filling out medical forms by yourself? *

Select...
Not at all
A little
Somewhat
Quite
Extremely

Conditional Questions

Some questions only appear on the screen when necessary. In the example below, the second question appears only after the first question is answered "Yes."

Hospital Stays in the Last Year

In the previous 12 months, have you stayed overnight as a patient in the hospital? *

Yes No

About how many times? *

1 Time 2-3 Times 4 or More Times

Changing Responses

You may go back to change an answer at any time before the assessment has been completed. No changes can be made once the health assessment has been submitted.

3. Completing the Assessment

Once all questions are answered, click the Submit HA button. You will not be able to submit unless all questions on the health assessment have been answered. Incomplete questions will be highlighted in red.

Submit HA

The HA has been completed

Confirmation # H-E5703365022020

View HA **Close HA**

You can review the Health Assessment by clicking on the **View HA** button on the HA confirmation screen.

You can also go back to **My Applications**, click on **Submitted tab**, and click on the **HA Confirmation Number**.

| Action Required | Submitted | | | | | | |
|-----------------|-----------------|-----------|-------------|---------|----------------|-----------|------------------|
| Conf # | First Name | Last Name | Signed Date | Status | Date Submitted | HA Conf # | |
| 1 | E-5787637031820 | testtha | test0402 | 3/18/20 | Submitted | 3/18/20 | H-E5787637031820 |
| 2 | E-5761493031620 | testrs | test0316 | 3/16/20 | Submitted | 3/16/20 | Start HA |
| 3 | E-5727979031220 | test | test | 3/12/20 | Submitted | 3/12/20 | |

Health Assessment in LEAN



If you have any questions about using LEAN, see the LEAN User Guide (Jarvis>Knowledge Center>Systems &Technology>Print Materials).

If you have specific Health Assessment program questions, contact your UnitedHealthcare agent manager.

If you have other questions, please contact the PHD at 888-381-8581, Monday through Friday 7:00 AM to 9:00 PM CT.