

Signify Health Fact Sheet

Who is Signify Health?

Signify Health is an independent company that administers In-Home Health Assessments (IHA) and Virtual Health Assessments (VHA) on behalf of Arkansas Blue Cross and Blue Shield (ABCBS).

What is the purpose of the IHA and VHA?

The IHA and VHA are designed to provide an in-depth evaluation of the patient's overall health, identify gaps in care and offer actionable steps to improve wellness.

Who conducts the IHA and the VHA?

An approved, credentialed Signify Health provider performs a once-a-year assessment at the patient's home or via a video/audio conference. Signify Health contacts the patient to schedule the health assessment. Prior to the appointment, the provider contacts the patient to provide an ETA within the scheduled appointment window.

Who is eligible?

Any patient that has an active ACA/Exchange/Metallic policy and is at least 19 years or older.

How much does the assessment cost the patient?

There is no cost to the patient. No copays and no coinsurance. This is a free benefit provided by ABCBS.

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

No. Only one of these two options can be performed per year per patient.

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

Yes, it will appear on the EOB but with \$0.00 cost.

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

No, this does not replace the patient's visit to their PCP. A copy of the assessment will be sent to the patient's PCP for notification purposes only. The patient is encouraged to visit their PCP.

Who do I contact at ABCBS?

For internal questions, email signifyacaoperations@arkbluecross.com.

Who should patients call with questions?

patients should call the Signify Health customer support team at 1-833-449-7588.



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