

# 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](mailto:signifyacaoperations@arkbluecross.com).

## Who should patients call with questions?

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



Arkansas  
**BlueCross BlueShield**

An Independent Licensee of the Blue Cross and Blue Shield Association