

**To:** Keystone First Primary Care Providers

**Date:** August 28, 2025

**Subject:** Signify Health to Provide In-Home Health Evaluations (IHE)

Keystone First works with you to collect complete and accurate Member health histories to help facilitate care management, as appropriate. To this end, we are asking for your continued support and collaboration to help ensure our Members with chronic health conditions are benefiting from routine monitoring and treatment services. As part of these efforts, we are working with Signify Health to conduct In-Home Health Evaluation (IHE) visits to assist us in documenting your Keystone First patient's healthcare conditions, diseases and other social demographic related factors.

**These in-home visits provide an opportunity to:**

- Learn more about your patient's home environment.
- Gain information to help you guide your patient to appropriate disease-management programs.
- Receive a comprehensive view of your patient's medications.
- Give your patient a summary of all diagnoses and recommendations for follow-up care.

**What Signify Health will do starting October 1, 2025:**

- Conduct in-person or online video IHE visits.
- Following the IHE, the patient's Primary Care Provider (PCP) will receive a summary report to better support you in managing your patient's health. Your patient may also receive a one-page summary.

**What a Signify Health IHE visit will NOT do:**

- Replace any regular health care visits or the annual wellness exam.
- Prescribe medications or other treatments.

Thank you for your continued support and commitment to the care of our Members. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-521-6007**.