New Osteoporosis In-Home Bone Density Screening

In July 2013, UnitedHealthcare introduced a new osteoporosis screening outreach program for women 67 and older who have had a bone fracture and not received osteoporosis medication or a bone density test within six months from the date of the fracture. The program identifies members at risk for osteoporosis by conducting a quick, easy to administer bone density screening in the member’s home.

We will share results with the member’s Primary Care Provider (PCP) and encourage members to seek care from their PCP if the screening shows signs of osteoporosis.

Frequently Asked Questions

Q1. Why is UnitedHealthcare launching this program?
   A. We are launching the program to identify members who are at risk for osteoporosis so they can obtain appropriate treatment. Sometimes these members do not think their fracture requires follow-up or they are not able to find transportation to their PCP. In supporting the Centers for Medicare & Medicaid Services (CMS) Star Ratings Measure C14 and the Healthcare Effectiveness Data and Information Set (HEDIS) measure for Osteoporosis Management in Women Who Had a Fracture, the program identifies members at risk for osteoporosis by conducting a quick, easy to administer bone density screening in the member’s home.

Q2. Who is eligible for the program?
   A. We are offering the program to female members of select Medicare Advantage plans in all regions who are 67 and older and have had a fracture that does not include fingers, toes, face or skull, and who have not already received a screening or filled a medication for osteoporosis within six months of the fracture.

Q3. Who conducts the screening and how does the process work?
   A. UnitedHealthcare has contracted Mobile Medical Examination Services, Inc. (MedXM) and its licensed, credentialed and professional clinicians to call the member, schedule the appointment, confirm the PCP, perform the screening, share the results with the member and fax the results to the member’s PCP. MedXM clinicians are not involved in the care or treatment of our members. They only administer and report the results of the screening to the member and the member’s PCP.

Q4. What test is used to measure bone density?
   A. The bone density test measures the bone density of the heel and generates a T score. It is a quick and simple process.

Q5. Does the member have to pay a co-payment?
   A. No. Members do not pay anything for this screening.

Q6. What happens to the results?
A. We fax the results to the PCP within 24 hours of conducting the screening. If the T-score indicates risk for osteoporosis, we encourage the member to make an appointment with their PCP for follow-up care. You may also reach out to members at any time.

Q7. Do I have to pay for the test or its results?
   A. No. There are no fees associated with the test or results.

Q8. What if the member does not want a bone density test?
   A. Members are not required to participate in the screening.

Q9. Who should I contact for more information?