

# Summary of Benefits

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## **HumanaChoice H5216-343 (PPO)**

North Carolina Select

## Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-800-833-2364 (TTY: 711)**.

### Understanding the Benefits

- The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs and benefits before you enroll. Visit **Humana.com/medicare** or call **1-800-833-2364 (TTY: 711)** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

### Understanding Important Rules

- You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2024.
- Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services, the provider must agree to treat you. Except in an emergency or urgent situations, non-contracted providers may deny care. In addition, you may pay a higher co-pay for services received by non-contracted providers.

**Great news—Part B Insulin and Part B drug benefits on Humana’s Medicare Advantage plans are getting even better in 2023.**

At Humana, we strive to help our members achieve total health so that they may live their best lives, which includes efforts to provide our members with access to more affordable prescription drugs.

With the passing of the Inflation Reduction Act, all Medicare Advantage plans will have enhanced benefits in 2023:

**Effective April 1, 2023**, some rebatable Part B drugs may be subject to a lower coinsurance. This means beginning April 1, 2023, some Part B drugs will have a lower coinsurance than your standard part B drug coinsurance to help avoid increased cost for your Part B drugs. Any coinsurance adjustments will be made by the pharmacy at the time of purchase. Note, this does not impact your Part D prescription drug coverage.

**Effective July 1, 2023**, cost sharing for covered Part B Insulin furnished through a covered item of durable medical equipment will be no more than \$35 for a one-month (up to 30-day) supply and if your plan has a deductible, it does not apply to Part B Insulin. Part B Insulin is most commonly used through an insulin pump.

Note, plan information provided in your previous member materials may not reflect these 2023 benefit enhancements from the passing of the Inflation Reduction Act.



2023

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# Summary of Benefits

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## **HumanaChoice H5216-343 (PPO)**

North Carolina Select

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Our service area includes the following county/counties in North Carolina: Alamance, Alexander, Anson, Avery, Buncombe, Burke, Cabarrus, Caldwell, Caswell, Catawba, Cherokee, Clay, Cleveland, Davidson, Davie, Forsyth, Gaston, Graham, Guilford, Haywood, Henderson, Iredell, Jackson, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Person, Polk, Randolph, Rockingham, Rowan, Rutherford, Stanly, Stokes, Swain, Transylvania, Union, Watauga, Yadkin, Yancey.



# Let's talk about HumanaChoice H5216-343 (PPO)

Find out more about the HumanaChoice H5216-343 (PPO) plan - including the health and drug services it covers - in this easy-to-use guide.

HumanaChoice H5216-343 (PPO) is a Medicare Advantage PPO plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. For a complete list of services we cover, ask us for the "Evidence of Coverage".

## To be eligible

To join HumanaChoice H5216-343 (PPO), you must be entitled to Medicare Part A, be enrolled in Medicare Part B and live in our service area.

## Plan name:

HumanaChoice H5216-343 (PPO)

## How to reach us:

If you're a member of this plan, call toll-free: **1-800-457-4708 (TTY: 711)**.

If you're **not** a member of this plan, call toll free: **1-800-833-2364 (TTY: 711)**.

### October 1 - March 31:

Call 7 days a week from 8 a.m. - 8 p.m.

### April 1 - September 30:

Call Monday - Friday, 8 a.m. - 8 p.m.

Or visit our website:

**[Humana.com/medicare](https://www.humana.com/medicare)**

## More about HumanaChoice H5216-343 (PPO)

Do you have Medicare and Medicaid? If you are a dual-eligible beneficiary enrolled in both Medicare and the state's program, you may not have to pay the medical costs displayed in this booklet.

If you have Medicaid, be sure to show your Medicaid ID card in addition to your Humana membership card to make your provider aware that you may have additional coverage. Your services are paid first by Humana and then by Medicaid.

As a member it's a good idea to select a doctor as your Primary Care Provider (PCP).

HumanaChoice H5216-343 (PPO) has a network of doctors, hospitals, pharmacies and other providers. If you use providers who aren't in our network, you may be subject to higher copayments/coinsurance.



## A healthy partnership

Get more from your plan — with extra services and resources provided by Humana!



## Monthly Premium, Deductible and Limits

### PLAN COSTS

<b>Monthly plan premium</b>	<b>\$0</b>
You must keep paying your Medicare Part B premium.	
<b>Part B premium reduction</b>	Your plan will reduce your Monthly Part B premium by up to <b>\$100</b>
<b>Medical deductible</b>	This plan does not have a deductible.
<b>Maximum out-of-pocket responsibility</b>	<b>\$5,900</b> in-network <b>\$8,950</b> combined in- and out-of-network
The most you pay for copays, coinsurance and other costs for covered medical services for the year.	



## Covered Medical and Hospital Benefits

	IN-NETWORK	OUT-OF-NETWORK
<b>ACUTE INPATIENT HOSPITAL CARE</b>		
	<b>\$345</b> copay per day for days 1-5 <b>\$0</b> copay per day for days 6-90 Your plan covers an unlimited number of days for an inpatient stay.	<b>\$345</b> copay per day for days 1-5 <b>\$0</b> copay per day for days 6-90
<b>OUTPATIENT HOSPITAL COVERAGE</b>		
<b>Outpatient surgery at outpatient hospital</b>	<b>\$345</b> copay	<b>\$345</b> copay
<b>Outpatient surgery at ambulatory surgical center</b>	<b>\$295</b> copay	<b>\$295</b> copay
<b>DOCTOR OFFICE VISITS</b>		
<b>Primary care provider (PCP)</b>	<b>\$0</b> copay	<b>\$0</b> copay
<b>Specialists</b>	<b>\$35</b> copay	<b>\$35</b> copay
<b>PREVENTIVE CARE</b>		
	<b>Our plan covers many preventive services at no cost when you see an in-network provider including:</b> <ul style="list-style-type: none"> <li>Abdominal aortic aneurysm screening</li> <li>Alcohol misuse counseling</li> </ul>	<b>\$0</b> copay Any additional preventive services approved by Medicare during the contract year will be covered.

You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.

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## IN-NETWORK

## OUT-OF-NETWORK

- Bone mass measurement
- Breast cancer screening (mammogram)
- Cardiovascular disease (behavioral therapy)
- Cardiovascular screenings
- Cervical and vaginal cancer screening
- Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy)
- Depression screening
- Diabetes screenings
- HIV screening
- Medical nutrition therapy services
- Obesity screening and counseling
- Prostate cancer screenings (PSA)
- Sexually transmitted infections screening and counseling
- Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)
- Vaccines, including flu shots, hepatitis B shots, pneumococcal shots
- "Welcome to Medicare" preventive visit (one-time)
- Annual Wellness Visit
- Lung cancer screening
- Routine physical exam
- Medicare diabetes prevention program

Any additional preventive services approved by Medicare during the contract year will be covered.

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## Covered Medical and Hospital Benefits (cont.)

H5216343000

	IN-NETWORK	OUT-OF-NETWORK
<b>EMERGENCY CARE</b>		
<b>Emergency room</b> If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for the emergency care.	<b>\$110</b> copay	<b>\$110</b> copay
<b>Urgently needed services</b> Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical attention.	<b>\$25</b> copay at an urgent care center	<b>\$25</b> copay at an urgent care center
<b>OUTPATIENT CARE AND DIAGNOSTIC SERVICES, LABS AND IMAGING</b> Cost share may vary depending on the service and where service is provided		
<b>Diagnostic mammography</b>	<b>\$35 to \$75</b> copay	<b>\$35 to \$75</b> copay
<b>Diagnostic radiology</b>	<b>\$180 to \$295</b> copay	<b>\$180 to \$295</b> copay
<b>Lab services</b>	<b>\$0 to \$50</b> copay	<b>\$0 to \$50</b> copay
<b>Diagnostic tests and procedures</b>	<b>\$0 to \$85</b> copay	<b>\$0 to \$85</b> copay
<b>Outpatient X-rays</b>	<b>\$0 to \$95</b> copay	<b>\$0 to \$95</b> copay
<b>Radiation therapy</b>	<b>\$35</b> copay or <b>20%</b> of the cost	<b>\$35</b> copay or <b>20%</b> of the cost
<b>HEARING SERVICES</b>		
<b>Medicare-covered hearing</b>	<b>\$35</b> copay	<b>\$35</b> copay

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# Covered Medical and Hospital Benefits (cont.)

	IN-NETWORK	OUT-OF-NETWORK
<b>Routine hearing</b>	<p><b>HER964</b></p> <ul style="list-style-type: none"> <li>• <b>\$0</b> copay for routine hearing exams up to 1 per year.</li> <li>• <b>\$0</b> copay for each Advanced level hearing aid up to 1 per ear every 3 years.</li> <li>• <b>\$299</b> copay for each Premium level hearing aid up to 1 per ear every 3 years.</li> </ul> <p>Hearing aid purchase includes:</p> <ul style="list-style-type: none"> <li>• Unlimited follow-up provider visits during first year following TruHearing hearing aid purchase</li> <li>• 60-day trial period</li> <li>• 3-year extended warranty</li> <li>• 80 batteries per aid for non-rechargeable models</li> </ul>	<p><b>HER964</b></p> <ul style="list-style-type: none"> <li>• <b>\$0</b> copay for routine hearing exams up to 1 per year.</li> <li>• <b>\$0</b> copay for each Advanced level hearing aid up to 1 per ear every 3 years.</li> <li>• <b>\$299</b> copay for each Premium level hearing aid up to 1 per ear every 3 years.</li> </ul> <p><b>You must see a TruHearing provider to use this benefit. Call 1-844-255-7144 to schedule an appointment (for TTY, dial 711).</b></p>

## DENTAL SERVICES

<b>Medicare-covered dental</b>	<b>\$35</b> copay	<b>\$35</b> copay
<p><b>Routine dental</b></p> <p>Dental services are subject to our standard claims review procedures which could include dental history to approved coverage. Dental benefits under this plan may not cover all American Dental Association procedure codes. Information regarding each plan is available at <b>Humana.com/sb</b>.</p> <p>Out-of-network dentists have not agreed to provide services at contracted fees. Benefits received out-of-network are subject to any in-network benefits maximums, limitations, and/or exclusions. You may be billed by the out-of-network provider for any amount greater than the</p>	<p><b>DEN447</b></p> <ul style="list-style-type: none"> <li>• Plan covers up to <b>\$3,000</b> allowance every year for non-Medicare covered preventive and comprehensive dental services.</li> <li>• You are responsible for any amount above the dental coverage limit.</li> <li>• Any amount unused at the end of the year will expire.</li> <li>• Your benefit can be used for most dental treatments such as: <ul style="list-style-type: none"> <li>• Preventive dental services, such as exams, routine cleanings, etc.</li> <li>• Basic dental services, such as fillings, extractions, etc.</li> <li>• Major dental services, such as periodontal scaling, crowns,</li> </ul> </li> </ul>	<p><b>DEN447</b></p> <ul style="list-style-type: none"> <li>• Plan covers up to <b>\$3,000</b> allowance every year for non-Medicare covered preventive and comprehensive dental services.</li> <li>• You are responsible for any amount above the dental coverage limit.</li> <li>• Any amount unused at the end of the year will expire.</li> <li>• Your benefit can be used for most dental treatments such as: <ul style="list-style-type: none"> <li>• Preventive dental services, such as exams, routine cleanings, etc.</li> <li>• Basic dental services, such as fillings, extractions, etc.</li> <li>• Major dental services, such as periodontal scaling, crowns,</li> </ul> </li> </ul>

*You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.*



## Covered Medical and Hospital Benefits (cont.)

H5216343000

	IN-NETWORK	OUT-OF-NETWORK
<p>payment made by Humana to the provider.</p> <p>Use the HumanaDental Medicare network for the Mandatory Supplemental Dental. The provider locator can be found at <b>Humana.com</b> &gt; Find a Doctor &gt; from the Search Type drop down select Dental &gt; under Coverage type select All Dental Networks &gt; enter zip code &gt; from the network drop down select HumanaDental Medicare.</p>	<p>dentures, root canals, bridges, etc.</p> <ul style="list-style-type: none"> <li>Note: The allowance cannot be used on cosmetic services and implants.</li> </ul>	<p>dentures, root canals, bridges, etc.</p> <ul style="list-style-type: none"> <li>Note: The allowance cannot be used on cosmetic services and implants.</li> <li>Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.</li> </ul>
<b>VISION SERVICES</b>		
<b>Medicare-covered vision services</b>	<b>\$35</b> copay	<b>\$35</b> copay
<b>Medicare-covered diabetic eye exam</b>	<b>\$0</b> copay	<b>\$0</b> copay
<b>Medicare-covered glaucoma screening</b>	<b>\$0</b> copay	<b>\$0</b> copay
<b>Medicare-covered eyewear (post-cataract)</b>	<b>\$0</b> copay	<b>\$0</b> copay

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## Covered Medical and Hospital Benefits (cont.)

	IN-NETWORK	OUT-OF-NETWORK
<p><b>Routine vision</b></p> <p>The provider locator for routine vision can be found at <b>Humana.com</b> &gt; Find a Doctor &gt; select Vision care icon &gt; Vision coverage through Medicare Advantage plans.</p>	<p><b>VIS711</b></p> <ul style="list-style-type: none"> <li>• <b>\$0</b> copay for routine exam up to 1 per year.</li> <li>• <b>\$40</b> combined maximum benefit coverage amount per year for routine exam.</li> <li>• <b>\$300</b> combined maximum benefit coverage amount per year for contact lenses or eyeglasses-lenses and frames, fitting for eyeglasses-lenses and frames.</li> <li>• Eyeglass lens options may be available with the maximum benefit coverage amount up to 1 pair per year.</li> <li>• Maximum benefit coverage amount is limited to one time use per year.</li> </ul>	<p><b>VIS711</b></p> <ul style="list-style-type: none"> <li>• <b>\$0</b> copay for routine exam up to 1 per year.</li> <li>• <b>\$40</b> combined maximum benefit coverage amount per year for routine exam.</li> <li>• <b>\$300</b> combined maximum benefit coverage amount per year for contact lenses or eyeglasses-lenses and frames, fitting for eyeglasses-lenses and frames.</li> <li>• Eyeglass lens options may be available with the maximum benefit coverage amount up to 1 pair per year.</li> <li>• Maximum benefit coverage amount is limited to one time use per year.</li> <li>• Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.</li> </ul>
<p><b>MENTAL HEALTH SERVICES</b></p>		
<p><b>Inpatient</b></p> <p>Your plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital</p>	<p><b>\$345</b> copay per day for days 1-4 <b>\$0</b> copay per day for days 5-90</p>	<p><b>\$345</b> copay per day for days 1-4 <b>\$0</b> copay per day for days 5-90</p>
<p><b>Outpatient group and individual therapy visits</b></p> <p>Cost share may vary depending on where service is provided.</p>	<p><b>\$35</b> to <b>\$85</b> copay</p>	<p><b>\$35</b> to <b>\$85</b> copay</p>
<p><b>SKILLED NURSING FACILITY (SNF)</b></p>		
<p>Your plan covers up to 100 days in a SNF</p>	<p><b>\$0</b> copay per day for days 1-20 <b>\$196</b> copay per day for days 21-51 <b>\$0</b> copay per day for days 52-100</p>	<p><b>\$0</b> copay per day for days 1-20 <b>\$196</b> copay per day for days 21-66 <b>\$0</b> copay per day for days 67-100</p>

You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.



## Covered Medical and Hospital Benefits (cont.)

	IN-NETWORK	OUT-OF-NETWORK
<b>PHYSICAL THERAPY</b>		
Cost share may vary depending on the service and where service is provided.	<b>\$10 to \$35</b> copay	<b>\$10 to \$35</b> copay
<b>AMBULANCE</b>		
<b>Ambulance</b>	<b>\$300</b> copay per date of service	<b>\$300</b> copay per date of service
<b>TRANSPORTATION</b>		
	<p><b>\$0</b> copay for plan approved location up to 24 one-way trip(s) per year. This benefit is not to exceed 150 miles per trip.</p> <p>The member <i>must</i> contact transportation vendor to arrange transportation and should contact Customer Care to be directed to their plan's specific transportation provider.</p>	
<b>MEDICARE PART B DRUGS</b>		
<b>Chemotherapy drugs</b>	<b>20%</b> of the cost	<b>20%</b> of the cost
<b>Other Part B drugs</b>	<b>20%</b> of the cost	<b>20%</b> of the cost



## Prescription Drug Benefits

### PRESCRIPTION DRUGS

Your plan covers Part B drugs including, but not limited to, chemotherapy and some drugs administered by your provider. However, this plan does not cover Part D prescription drugs.



## Additional Benefits

	IN-NETWORK	OUT-OF-NETWORK
<b>Medicare-covered foot care (podiatry)</b>	<b>\$35</b> copay	<b>\$35</b> copay
<b>Medicare-covered chiropractic services</b>	<b>\$20</b> copay	<b>\$20</b> copay

You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.

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<b>MEDICAL EQUIPMENT/SUPPLIES</b>		
<b>Durable medical equipment (like wheelchairs or oxygen)</b>	<b>20%</b> of the cost	<b>20%</b> of the cost
<b>Medical Supplies</b>	<b>15%</b> of the cost	<b>15%</b> of the cost
<b>Prosthetics (artificial limbs or braces)</b>	<b>15%</b> of the cost	<b>15%</b> of the cost
<b>Diabetic monitoring supplies</b> Cost share may vary depending on where service is provided.	<b>\$0</b> copay or <b>10% to 20%</b> of the cost	<b>10% to 20%</b> of the cost
<b>REHABILITATION SERVICES</b>		
<b>Occupational and speech therapy</b> Cost share may vary depending on the service and where service is provided.	<b>\$10 to \$35</b> copay	<b>\$10 to \$35</b> copay
<b>Cardiac rehabilitation</b>	<b>\$10</b> copay	<b>\$10</b> copay
<b>Pulmonary rehabilitation</b>	<b>\$10</b> copay	<b>\$10</b> copay
<b>TELEHEALTH SERVICES (in addition to Original Medicare)</b>		
<b>Primary care provider (PCP)</b>	<b>\$0</b> copay	Not Covered
<b>Specialist</b>	<b>\$35</b> copay	Not Covered
<b>Urgent care services</b>	<b>\$0</b> copay	Not Covered
<b>Substance abuse or behavioral health services</b>	<b>\$0</b> copay	Not Covered



## More benefits with **your plan**

Enjoy some of these extra benefits included in your plan.

This is a summary of what we cover. It doesn't list every service that we cover or list every limitation or exclusion. The Evidence of Coverage (EOC) provides a complete list of coverage and services. Visit [Humana.com/medicare](https://www.humana.com/medicare) to view a copy of the EOC or call **1-800-833-2364**.

### **Humana Healthy Options Allowance**

Members who have specific health conditions will receive **\$50** automatically loaded on a prepaid card every month to use toward the purchase of food, over-the-counter (OTC) products, and home supplies from a national network of retailers. The card may also be used to pay for non-medical transportation, general supports for living (such as rent assistance, internet, and utilities), social needs, aging support and assistive devices, pest control, and pet care and supplies. Unused funds will roll over to the next month and expire at the end of the plan year. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

### **Humana Spending Account Card**

The allowance listed below will be loaded onto this prepaid card. Each allowance is separate from any other allowance listed. Allowances shown are accessed by using this card. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

\*Healthy Options Allowance

### **Travel Coverage**

The PPO national network gives you in-network coverage across the country, so you can see any doctor who accepts the plan terms and conditions. You'll be able to travel with ease or split your time between locations. Visit [Humana.com](https://www.humana.com) or contact Customer Care on the back of your ID card if you need help finding an in-network provider.

### **Humana Well Dine® Meal Program**

Humana's home delivered meal program for members following an inpatient stay in the hospital or nursing facility.

### **Special Supplemental Benefits for the Chronically Ill (SSBCI) Worry Free™ Meals**

Members diagnosed with Chronic Obstructive Pulmonary Disease (COPD), Diabetes, Congestive Heart Failure (CHF), or Depression, participating with care management services, and who meet program criteria may receive 2 meals per day for 12 weeks, 168 meals total. An additional 12 weeks of meals may be available as determined by the plan. Members may qualify for the Worry Free™ Meals program up to two times per plan year. There is no cost to participate. Authorization may be required.

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**Personal Emergency Response System**

The personal emergency response system provides help in emergency situations. On The Go Mobile personal help button or an On the Go Mobility personal help button, both function in and out of the home. On The Go uses two way voice communication & five location seeking technologies to send help quickly to wherever the member is located. On the Go Mobility personal help button offers fall detection remotely activated/deactivated, up to 5 days of battery life, location services, and wandering.

**Rewards and Incentives**

Go365 by Humana® a Rewards and Incentive program for completing certain preventive health screenings and health and wellness activities.

**SilverSneakers® fitness program**

Basic fitness center membership including fitness classes.



## Find out **more**

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You can see our plan's **provider directory** at our website at **[humana.com/finder/search](http://humana.com/finder/search)** or call us at the number listed at the beginning of this booklet and we will send you one.

To find out more about the coverage and costs of Original Medicare, look in the current “Medicare & You” handbook. View it online at <http://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

Telehealth services shown are in addition to the Original Medicare covered telehealth. Your cost may be different for Original Medicare telehealth.

Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your evidence of coverage for additional details on what your plan may cover or other rules that may apply.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

Out-of-network/non-contracted providers are under no obligation to treat Humana members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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## Important

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### **At Humana, it is important you are treated fairly.**

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable federal civil rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **1-877-320-1235** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/ocr/office/file/index.html>**.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

### **Auxiliary aids and services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

## Multi-Language Insert

### Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-320-1235 (TTY: 711). Someone who speaks English can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-320-1235 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-877-320-1235 (TTY: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-877-320-1235 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-877-320-1235 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-877-320-1235 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-877-320-1235 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-877-320-1235 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-877-320-1235 (TTY: 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Humana.**

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-877-320-1235 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على (1-877-320-1235 (TTY: 711). سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-877-320-1235 (TTY: 711) पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-877-320-1235 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portugues:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-877-320-1235 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-877-320-1235 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-877-320-1235 (TTY: 711). Ta usługa jest bezpłatna.

**Japanese:** 当社の健康健康保険と薬品処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-877-320-1235 (TTY: 711) にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。











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