

2023

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# Summary of Benefits

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## **HumanaChoice Florida H5216-070 (PPO)**

Greater North Florida  
North and Rural Florida

**Humana.**

## **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](http://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.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
- Review the formulary to make sure your drugs are covered.

### **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.

2023

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# Summary of Benefits

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## **HumanaChoice Florida H5216-070 (PPO)**

Greater North Florida  
North and Rural Florida

**Humana.**

Our service area includes the following county/counties in Florida: Alachua, Baker, Bay, Bradford, Calhoun, Clay, Columbia, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Levy, Liberty, Madison, Nassau, Okaloosa, Putnam, Santa Rosa, St. Johns, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, Washington.



# Let's talk about HumanaChoice Florida H5216-070 (PPO)

H5216070000

Find out more about the HumanaChoice Florida H5216-070 (PPO) plan - including the health and drug services it covers - in this easy-to-use guide.

HumanaChoice Florida H5216-070 (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 Florida H5216-070 (PPO), you must be entitled to Medicare Part A, be enrolled in Medicare Part B and live in our service area.

## Plan name:

HumanaChoice Florida H5216-070 (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**

## More about HumanaChoice Florida H5216-070 (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 and your prescription drug costs will be lower, too.

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 Florida H5216-070 (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>
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You must keep paying your Medicare Part B premium.

<b>Medical deductible</b>	This plan does not have a deductible.
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<b>Pharmacy (Part D) deductible</b>	No deductible for Tier 1 and Tier 2 <b>\$175</b> for Tier 3, Tier 4, Tier 5
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<b>Maximum out-of-pocket responsibility</b>	<b>\$5,500</b> in-network <b>\$8,900</b> combined in- and out-of-network
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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

#### ACUTE INPATIENT HOSPITAL CARE

<b>\$305</b> copay per day for days 1-6 <b>\$0</b> copay per day for days 7-90 Your plan covers an unlimited number of days for an inpatient stay.	<b>\$495</b> copay per day for days 1-27 <b>\$0</b> copay per day for days 28-90
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#### OUTPATIENT HOSPITAL COVERAGE

<b>Outpatient surgery at outpatient hospital</b>	<b>\$250</b> copay	<b>50%</b> of the cost
<b>Outpatient surgery at ambulatory surgical center</b>	<b>\$150</b> copay	<b>50%</b> of the cost

#### DOCTOR OFFICE VISITS

<b>Primary care provider (PCP)</b>	<b>\$5</b> copay	<b>\$65</b> copay
<b>Specialists</b>	<b>\$45</b> copay	<b>\$65</b> copay

#### PREVENTIVE CARE

<b>Our plan covers many preventive services at no cost when you see an in-network provider including:</b>	<b>\$0</b> copay or <b>50%</b> of the cost, depending on the service and where service is provided
• Abdominal aortic aneurysm screening	

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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## Covered Medical and Hospital Benefits (cont.)

H5216070000

### IN-NETWORK

- Alcohol misuse counseling
- 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.

### OUT-OF-NETWORK

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



## Covered Medical and Hospital Benefits (cont.)

H5216070000

### IN-NETWORK

### OUT-OF-NETWORK

#### EMERGENCY CARE

##### **Emergency room**

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.

**\$90 copay**

**\$90 copay**

##### **Urgently needed services**

Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical attention.

**\$15 copay at an urgent care center**

**\$15 copay at an urgent care center**

#### OUTPATIENT CARE AND DIAGNOSTIC SERVICES, LABS AND IMAGING

Cost share may vary depending on the service and where service is provided

<b>Diagnostic mammography</b>	<b>\$0 copay</b>	<b>\$65 copay or 50% of the cost</b>
<b>Diagnostic colonoscopy</b>	<b>\$0 copay</b>	<b>50% of the cost</b>
<b>Diagnostic radiology</b>	<b>\$150 to \$250 copay</b>	<b>50% of the cost</b>
<b>Lab services</b>	<b>\$0 to \$15 copay or 20% of the cost</b>	<b>\$65 copay or 50% of the cost</b>
<b>Diagnostic tests and procedures</b>	<b>\$0 to \$200 copay or 20% of the cost</b>	<b>\$65 copay or 50% of the cost</b>
<b>Outpatient X-rays</b>	<b>\$5 to \$45 copay or 20% of the cost</b>	<b>\$65 copay or 50% of the cost</b>
<b>Radiation therapy</b>	<b>\$45 copay or 20% of the cost</b>	<b>\$65 copay or 50% of the cost</b>

#### HEARING SERVICES

<b>Medicare-covered hearing</b>	<b>\$45 copay</b>	<b>\$65 copay</b>
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#### DENTAL SERVICES

The cost-share indicated below is what you pay for the covered service.

<b>Medicare-covered dental</b>	<b>\$45 copay</b>	<b>\$65 copay</b>
<b>Routine dental</b>	<b>DEN660</b> <ul style="list-style-type: none"> <li>• <b>\$0 copay</b> for comprehensive oral evaluation or periodontal exam up to 1 every 3 years.</li> <li>• <b>\$0 copay</b> for panoramic film or diagnostic x-rays up to 1 every 5 years.</li> </ul>	<b>DEN660</b> <ul style="list-style-type: none"> <li>• <b>\$0 copay</b> for comprehensive oral evaluation or periodontal exam up to 1 every 3 years.</li> <li>• <b>\$0 copay</b> for panoramic film or diagnostic x-rays up to 1 every 5 years.</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.

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## Covered Medical and Hospital Benefits (cont.)

H521607000

this plan may not cover all American Dental Association procedure codes. Information regarding each plan is available at [Humana.com/sb](http://Humana.com/sb).

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 payment made by Humana to the provider.

Use the Florida GoldPlus Dental network for the Mandatory Supplemental Dental. The provider locator can be found at [Humana.com](http://Humana.com) > Find a Doctor > from the Search Type drop down select Dental > under Coverage Type select All Dental Networks > enter zip code > from the network drop down select Florida GoldPlus Dental.

### IN-NETWORK

- **\$0** copay for bitewing x-rays, intraoral x-rays up to 1 set(s) per year.
- **\$0** copay for emergency diagnostic exam up to 1 per year.
- **\$0** copay for fluoride treatment, periodic oral exam, prophylaxis (cleaning) up to 2 per year.
- **\$0** copay for periodontal maintenance up to 4 per year.
- **\$0** copay for necessary anesthesia with covered service up to unlimited per year.
- **\$25** copay per tooth for amalgam and/or composite filling up to 2 per year.
- **\$1500** combined maximum benefit coverage amount per year for preventive and comprehensive benefits.

### OUT-OF-NETWORK

- **\$0** copay for bitewing x-rays, intraoral x-rays up to 1 set(s) per year.
- **\$0** copay for emergency diagnostic exam up to 1 per year.
- **\$0** copay for fluoride treatment, periodic oral exam, prophylaxis (cleaning) up to 2 per year.
- **\$0** copay for periodontal maintenance up to 4 per year.
- **\$0** copay for necessary anesthesia with covered service up to unlimited per year.
- **\$25** copay per tooth for amalgam and/or composite filling up to 2 per year.
- **\$1500** combined maximum benefit coverage amount per year for preventive and comprehensive benefits.
- Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.

### VISION SERVICES

<b>Medicare-covered vision services</b>	<b>\$45</b> copay	<b>\$65</b> copay
<b>Medicare-covered diabetic eye exam</b>	<b>\$0</b> copay	<b>\$65</b> copay
<b>Medicare-covered glaucoma screening</b>	<b>\$0</b> copay	<b>50%</b> of the cost
<b>Medicare-covered eyewear (post-cataract)</b>	<b>\$0</b> copay	<b>\$0</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.



## Covered Medical and Hospital Benefits (cont.)

H5216070000

	IN-NETWORK	OUT-OF-NETWORK
<b>MENTAL HEALTH SERVICES</b>		
<b>Inpatient</b> Your plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital	<b>\$305</b> copay per day for days 1-5 <b>\$0</b> copay per day for days 6-90	<b>\$495</b> copay per day for days 1-27 <b>\$0</b> copay per day for days 28-90
<b>Outpatient group and individual therapy visits</b> Cost share may vary depending on where service is provided.	<b>\$30</b> to <b>\$45</b> copay or <b>20%</b> of the cost	<b>\$65</b> copay or <b>50%</b> of the cost
<b>SKILLED NURSING FACILITY (SNF)</b>		
Your plan covers up to 100 days in a SNF	<b>\$0</b> copay per day for days 1-20 <b>\$160</b> copay per day for days 21-100	<b>\$250</b> copay per day for days 1-58 <b>\$0</b> copay per day for days 59-100
<b>PHYSICAL THERAPY</b>		
Cost share may vary depending on the service and where service is provided.	<b>\$10</b> to <b>\$40</b> copay	<b>\$65</b> copay or <b>50%</b> of the cost
<b>AMBULANCE</b>		
<b>Ambulance (ground)</b>	<b>\$240</b> copay per date of service	<b>\$240</b> copay per date of service
<b>Ambulance (air)</b>	<b>20%</b> of the cost	<b>20%</b> of the cost
<b>TRANSPORTATION</b>		
	Not covered	Not covered
<b>MEDICARE PART B DRUGS</b>		
<b>Chemotherapy drugs</b>	<b>20%</b> of the cost	<b>50%</b> of the cost
<b>Other Part B drugs</b>	<b>20%</b> of the cost	<b>20%</b> of the cost

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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# Prescription Drug Benefits

## PRESCRIPTION DRUGS

### **Important Message About What You Pay for Vaccines**

Our plan covers most Part D vaccines at no cost to you, no matter what cost-sharing tier it's on, even if you haven't paid your deductible.

### **Important Message About What You Pay for Insulin**

You won't pay more than \$35 for a one-month (up to 30-day) supply of each Part D insulin product covered by our plan, no matter what cost-sharing tier it's on, even if you haven't paid your deductible. This applies to all Part D covered insulins, including the Select Insulins covered under the Insulin Savings Program as described below. If you receive "Extra Help", you will still pay no more than \$35 for a one-month supply for each Part D covered insulin. Please see your Prescription Drug Guide to find all Part D insulins covered by your plan.

### **If you don't receive Extra Help for your drugs, you'll pay the following:**

**Deductible** No deductible for Tier 1 and Tier 2. This plan has a **\$175** deductible for Tier 3, Tier 4, Tier 5 drugs. You pay the full cost of these drugs until you reach **\$175**. Then, you only pay your cost-share.

#### **Initial coverage** (after you pay your deductible)

You pay the following until your total yearly drug costs reach **\$4,660**. Total yearly drug costs are the total drug costs paid by both you and our plan. Once you reach this amount, you will enter the Coverage Gap.

## Mail Order Cost-Sharing

Pharmacy options	Standard		Preferred	
	30-day supply	90-day supply*	30-day supply	90-day supply*
Tier 1: Preferred Generic	\$10	\$30	\$2	\$0
Tier 2: Generic	\$20	\$60	\$10	\$0
Tier 3: Preferred Brand	\$47	\$141	\$47	\$131
Tier 4: Non-Preferred Drug	\$100	\$300	\$100	\$290
Tier 5: Specialty Tier	30%	N/A	30%	N/A

## Retail Cost-Sharing

Pharmacy options	<b>Retail</b> All network retail pharmacies. To find the retail pharmacies near you, go to <a href="http://Humana.com/pharmacyfinder">Humana.com/pharmacyfinder</a>	
	30-day supply	90-day supply*
<b>Tier 1:</b> Preferred Generic	\$2	\$6
<b>Tier 2:</b> Generic	\$10	\$30
<b>Tier 3:</b> Preferred Brand	\$47	\$141
<b>Tier 4:</b> Non-Preferred Drug	\$100	\$300
<b>Tier 5:</b> Specialty Tier	30%	N/A

Your plan participates in the Insulin Savings Program. You will pay no more than \$35 for a one-month (up to a 30-day) supply for Select Insulins, no matter what cost-sharing tier it's on, even if you haven't paid your deductible. To identify which Select Insulins are included within the Insulin Savings Program, look for the **ISP** indicator in your Prescription Drug Guide. You are not eligible for this program if you receive "Extra Help".

Your plan also provides enhanced insulin coverage which means you will pay no more than \$35 for a one-month (up to 30-day) supply for all Part D insulins covered by our plan, including Select Insulins, no matter what cost-sharing tier it's on, even if you haven't paid your deductible. The enhanced insulin coverage is available, even if you receive "Extra Help".

### Your share of the cost for Select Insulins:

## Mail Order Cost-Sharing for Select Insulins

Pharmacy options	<b>Standard</b>		<b>Preferred</b>	
	Walmart Mail, PillPack	Other pharmacies are available in our network. To find pharmacy mail order options, go to <a href="http://Humana.com/pharmacyfinder">Humana.com/pharmacyfinder</a>	CenterWell Pharmacy™	
	30-day supply	90-day supply*	30-day supply	90-day supply*
<b>Tier 3:</b> Preferred Brand	\$35	\$105	\$35	\$95

## Retail Cost-Sharing for Select Insulins

Pharmacy options	Retail	
	30-day supply	90-day supply*
Tier 3: Preferred Brand	\$35	\$105

### If you receive Extra Help for your drugs, you'll pay the following:

**Deductible** You may pay **\$0** or **\$104** depending on your level of "Extra Help" (for Tier 3, Tier 4, Tier 5). If your deductible is **\$104**, you pay the full cost of these drugs until you reach **\$104**. Then, you only pay your cost-share.

### Pharmacy cost-sharing

For generic drugs (including brand drugs treated as generic), either:	30-day supply	90-day supply*
	<b>\$0</b> copay; or <b>\$1.45</b> copay; or <b>\$4.15</b> copay ; or <b>15%</b> of the cost	<b>\$0</b> copay; or <b>\$1.45</b> copay; or <b>\$4.15</b> copay ; or <b>15%</b> of the cost
For all other drugs, either:	<b>\$0</b> copay; or <b>\$4.30</b> copay; or <b>\$10.35</b> copay ; or <b>15%</b> of the cost	<b>\$0</b> copay; or <b>\$4.30</b> copay; or <b>\$10.35</b> copay ; or <b>15%</b> of the cost

Other pharmacies are available in our network.

\*Some drugs are limited to a 30-day supply

### ADDITIONAL DRUG COVERAGE

**Erectile dysfunction (ED) drugs**      Covered at Tier 1 cost-share amount.

**Anti-Obesity drugs**      Covered at Tier 2 cost-share amount.

Cost sharing may change depending on the pharmacy you choose, when you enter another phase of the Part D benefit and if you qualify for "Extra Help." To find out if you qualify for "Extra Help," please contact the Social Security Office at 1-800-772-1213 Monday — Friday, 7 a.m. — 7 p.m. TTY users should call 1-800-325-0778. For more information on your prescription drug benefit, please call us or access your "Evidence of Coverage" online.

If you reside in a long-term care facility, you pay the same as at a retail pharmacy.

You may get drugs from an out-of-network pharmacy but may pay more than you pay at an in-network pharmacy.

## Coverage Gap

After you enter the coverage gap, you pay **25 percent** of the plan's cost for covered brand name drugs and **25 percent** of the plan's cost for covered generic drugs until your out-of-pocket costs total **\$7,400** — which is the end of the coverage gap. Not everyone will enter the coverage gap.

Under this plan, **you may pay even less** for the following:

**Tier 1** (Preferred Generic) - All Drugs

**Tier 2** (Generic) - All Drugs

**Tier 3** (Preferred Brand) - Select Insulin Drugs

For more information on cost sharing in the coverage gap, please call us or access your Evidence of Coverage online.

## Catastrophic Coverage

After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach **\$7,400**, you pay the greater of:

- **5%** of the cost, or
- **\$4.15** copay for generic (including brand drugs treated as generic) and a **\$10.35** copay for all other drugs

## Additional Benefits

	IN-NETWORK	OUT-OF-NETWORK
<b>Medicare-covered foot care (podiatry)</b>	<b>\$45</b> copay	<b>\$65</b> copay
<b>Medicare-covered chiropractic services</b>	<b>\$20</b> copay	<b>\$65</b> copay

## MEDICAL EQUIPMENT/SUPPLIES

<b>Durable medical equipment (like wheelchairs or oxygen)</b>	<b>20%</b> of the cost	<b>30%</b> of the cost
<b>Medical Supplies</b>	<b>20%</b> of the cost	<b>25%</b> of the cost
<b>Prosthetics (artificial limbs or braces)</b>	<b>20%</b> of the cost	<b>25%</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>20%</b> of the cost	<b>50%</b> of the cost

## REHABILITATION SERVICES

<b>Occupational and speech therapy</b> Cost share may vary depending on the service and where service is provided.	<b>\$10</b> to <b>\$40</b> copay	<b>\$65</b> copay or <b>50%</b> of the cost
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<b>Cardiac rehabilitation</b> Cost share may vary depending on the service and where service is provided.	<b>\$30</b> copay	<b>\$65</b> copay or <b>50%</b> of the cost
<b>Pulmonary rehabilitation</b> Cost share may vary depending on the service and where service is provided.	<b>\$20</b> copay	<b>\$65</b> copay or <b>50%</b> of the cost

#### TELEHEALTH SERVICES (in addition to Original Medicare)

<b>Primary care provider (PCP)</b>	<b>\$0</b> copay	Not Covered
<b>Specialist</b>	<b>\$45</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** to view a copy of the EOC or call **1-800-833-2364**.

## **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** or contact Customer Care on the back of your ID card if you need help finding an in-network provider.

## **Over-the-Counter (OTC) mail order**

\$15 maximum benefit coverage amount per month for select over-the-counter health and wellness products.

Unused monthly funds carry over to the next month and expire at the end of the plan year.

## **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**



You can see our plan's **provider and pharmacy 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.



You can see our plan's **drug guide** at our website at [humana.com/medicaredruglist](http://humana.com/medicaredruglist) 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.

## Notes

## Notes

## **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 답해 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.

**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 سؤال 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 Italiano fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** 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ございます。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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