

You have choices for care



When you have to make a healthcare decision, make sure you're ready.

Review some of the choices of care that are available so you can decide where to go the next time you need treatment.

This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional.

Humana



Doctor's office

Take advantage of the relationship you have with your doctor. Calling your doctor's office during business hours is your best option for treatment in nonemergency situations.



HumanaFirst® Nurse Advice Line*

When a nonemergency arises, and you aren't sure what to do, call the HumanaFirst® Nurse Advice Line. It's available 24 hours, seven days a week at **1-800-622-9529 (TTY: 711)**. A nurse will provide advice about your situation or advise that another level of care is appropriate. This is not to be used in the case of an emergency. In the case of an emergency, call 911.



Telemedicine

If you have telemedicine benefits as part of your Humana plan, you may be able to connect with a doctor within minutes.** Talk with a U.S. board-certified doctor from the comfort of your own home, office or while traveling, 24 hours a day, seven days a week. The technology is HIPAA-compliant and most prescriptions may be sent to the pharmacy of your choice. No appointment is needed. Telemedicine may be an affordable and convenient option.***



Retail clinic

When you can't see your doctor, a retail clinic can help you with minor problems like a cold, earache or sore throat. Retail clinics are conveniently located at stores, such as CVS®, Target®, Kroger® and Walgreens. Check to see which retail clinics are available in your network.



Urgent care center

When you have a minor illness or injury and your doctor isn't available, you might consider going to an urgent care center. Waiting periods are usually shorter than in an emergency room. Many centers have X-ray and lab services and are open in the evenings and on weekends.****



Emergency room (ER)

Visit the ER for a serious medical situation that might represent a threat to your life or limbs. It's generally appropriate for situations like uncontrolled bleeding, chest pain, difficulty breathing and possible stroke.

Decide where to seek medical care

Condition	Doctor's office	Telemedicine	Retail health clinic	Urgent care center****
Minor headache	✓	✓	✓	✓
Minor sprain, strain	✓	✓		✓
Nausea, vomiting, diarrhea	✓	✓		✓
Bumps, cuts, scrapes	✓	✓	✓	✓
Cough, sore throat, congestion	✓	✓	✓	✓
Urinary burning	✓	✓	✓	✓



Emergency room

Generally, you should call 911 or go to the emergency room for the following type of symptoms or any symptom that you feel may represent a threat to your life or limbs.

- Sudden or unexplained loss of consciousness
- Signs of a heart attack, such as sudden/severe chest pain or pressure
- Signs of a stroke, such as numbness of the face, arm or leg on one side of the body; difficulty talking; sudden loss of vision
- Severe shortness of breath
- Coughing up or vomiting blood
- High fever with stiff neck, mental confusion and/or difficulty breathing
- Cut or wound that won't stop bleeding
- Possible broken bones
- Poisoning
- Stab wounds
- Sudden, severe abdominal pain
- Suicidal feelings
- Partial or total amputation of a limb



Ensure a provider participates in the Humana network by going to **Humana.com** or using the MyHumana Mobile app on your mobile device.

For telemedicine eligibility, call the number on the back of your Humana member ID card.

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*HumanaFirst® Nurse Advice Line services may not be available with all Humana health plans.

**Based on MDLIVE and Doctor On Demand's connection times and speed of individual's internet connection.

***Telemedicine services may not be available with all Humana health plans. Limitations on healthcare and prescription services delivered via telemedicine and communications options vary by state. Telemedicine is not a substitute for emergency care and not intended to replace your primary care provider or other providers in your network.

****Consult with your nearest urgent care center to confirm services.

Humana is a Medicare Advantage [HMO, PPO and PFFS] organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. [Benefits, premiums and/or member cost share] may change on January 1 of each year.

Discrimination is against the law

Humana Inc. and its subsidiaries comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Humana Inc. and its subsidiaries provide: (1) 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; and, (2) free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call **1-877-320-1235** or if you use a **TTY**, call **711**.

If you believe that Humana Inc. and its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with 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 the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone 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 <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.

Call **1-877-320-1235 (TTY: 711)**.... ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-320-1235 (TTY: 711)**.... 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-320-1235 (TTY: 711)** 。

... CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-320-1235 (TTY: 711)**.... 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-320-1235 (TTY: 711)**번으로 전화해 주십시오.... PAUNAWA: Kung nagsasalita ka ng

Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa

1-877-320-1235 (TTY: 711).... Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-320-1235 (телетайп: 711)**.... ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou

lang ki disponib gratis pou ou. Rele **1-877-320-1235 (TTY: 711)**.... ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-320-1235 (ATS: 711)**.... UWAGA: Jeżeli

mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-320-1235**

(TTY: 711).... ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para

1-877-320-1235 (TTY: 711).... ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di

assistenza linguistica gratuiti. Chiamare il numero **1-877-320-1235 (TTY: 711)**... ACHTUNG: Wenn Sie Deutsch

sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-320-1235**

(TTY: 711).... 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-877-320-1235 (TTY: 711)**...

まで、お電話にてご連絡ください。... ىارب ناگىار تروصب ىنابز تالى هست، دىنك ىم وگت فگ ىسراف نابز هب رگا هجوت ... اب دشاب ىم مهارف امش

... دىرىگب سامت **1-877-320-1235 (TTY: 711)**... Díí baa akó nínízin: Díí saad bee yáníłti'go

Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hólq, koji' hódíłnih **1-877-320-1235**

(TTY: 711).... مقرب لصتا. ناجمل اب لكل رفاوتت ةيوغلل ادعاسملا تامدخ ناف، ةغلل لكذا ثدحت تنك اذا: ةظوحلم **1-877-320-1235**

(711: مكبل او مصل افناه مقر).