

Humana High-Value Network

Dayton+Cincinnati/Northern KY HMOx



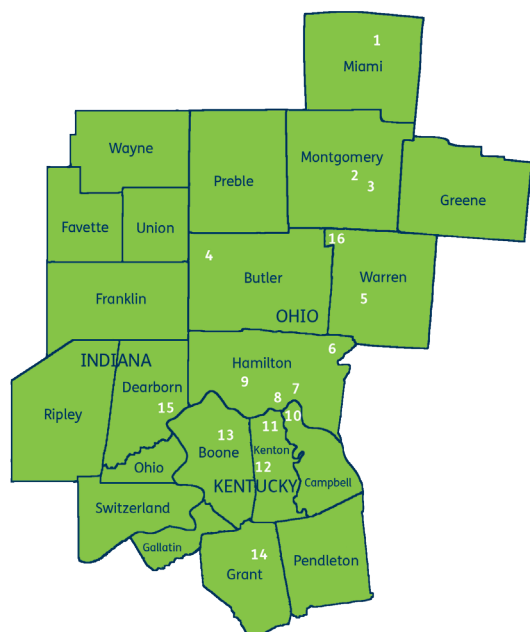
Personalized care, real value

When it comes to your health, you shouldn't compromise. You should feel confident knowing you're in good hands—that you're getting the best possible care from doctors you can trust. You also want value. Humana's High-Value Network is a local healthcare community that delivers the personalized care you expect at a lower cost.



Healthcare, simplified

The right care at the right time and the right place. Your Dayton+Cincinnati/Northern KY High-Value Network is a community of local healthcare professionals right where you live and work. All your care starts with your primary care physician (PCP), someone who knows you and your unique health needs.



Your PCP coordinates all your care, guiding you through the healthcare system and advising you when you need to see an in-network specialist. You'll save time and worry searching for the right provider. You'll also save money by staying within the Dayton+Cincinnati/Northern KY HMOx network.

- | | |
|---|---------------------------------------|
| 1. Upper Valley Medical Center (Premier) | 7. Children's Hospital Medical Center |
| 2. Good Samaritan Hospital (Premier) | 8. Good Samaritan Hospital |
| 3. Miami Valley Hospital (Premier) | 9. Cincinnati Children's Hospital |
| 4. McCullough Hyde Memorial Hospital | 10. St. Elizabeth, Fort Thomas |
| 5. Bethesda Medical Center at Arrow Springs | 11. St. Elizabeth, Covington |
| 6. Bethesda Butler Hospital | 12. St. Elizabeth, Edgewood |
| | 13. St. Elizabeth, Florence |
| | 14. St. Elizabeth, Williamstown |
| | 15. St. Elizabeth Dearborn Hospital |
| | 16. Atrium Medical Center |



Your local care network

The Dayton+Cincinnati/Northern KY HMOx High-Value Network features:

- **Approximately 3,000 doctors**—includes more than 650 PCPs and more than 600 pediatricians
- **Premier Health System**—Cardiovascular Care, Neuroscience Institute, Maternity, Orthopedics, and an affiliate of MD Anderson Cancer Network®
- **St. Elizabeth Healthcare**—member of Mayo Clinic Care Network
- **Cincinnati Children's**—ranked No. 3 on the list of Best Children's Hospitals by U.S. News & World Reports with a No. 2 ranking in pulmonology (lung care) and No. 3 in cancer
- **TriHealth**—received Joint Commission Certification for their Cancer Institute, Heart Institute, and Orthopedic (bone care) and Spine Institute, also offering a broad array of women's services to care for women at every stage of their life

For a complete list of doctors and clinics in your network, go to **Humana.com**, select "Doctor, hospital or facility, or urgent care center" under "Find a doctor," scroll to the bottom of the page and select "View printed directories." Select "Ohio," then "Dayton+Cincinnati/Northern KY HMOx."

Humana

Humana.com

How to get the most from your High-Value Network



Find a doctor or see if your doctor is in the network

- Go to **Humana.com**.
- Select "Find a doctor" in the green section at the bottom of the page.
- Choose "Medical" under search type.
- Select "Insurance through your employer" for coverage type.
- Enter your ZIP code.
- Select "Dayton + Cincy/Northern KY HMOx" for network.
- Select option by "Name," "Specialty," "Condition" or "All" under "Search".
- Fill in text field with provider name, specialty or condition.
- Select "Search" button.



Select a primary care physician

- The Dayton+Cincinnati/Northern KY HMOx includes a network of qualified PCPs, including family practitioners, general practitioners, internists and pediatricians.
- PCP selection is required; you'll be prompted to select your PCP when you enroll.
- You can change your PCP whenever you wish by going to MyHumana at **Humana.com**.

Simple, affordable healthcare

- Personalized care
- Close to home
- Doctors you can trust



If you need to see a specialist

- Consult with your PCP who can help guide you through the healthcare system and recommend a specialist if you need to see one.
- Referrals from your PCP to specialists are not required but highly recommended.

Frequently asked questions

What if I choose to see a doctor who is not in my network?

You'll have to pay for your services in full, and Humana will be unable to limit the amount you pay.

What if I need to see a doctor who is not in my network?

If it is medically necessary and coordinated through your PCP, services outside your network will be covered the same as if you were going to a provider in your network.

What if I go to an emergency room outside my network?

If you are traveling, or go to an emergency room outside of your network, and it's a true emergency, services will be covered at the in-network benefit level. You'll be expected to receive all follow-up care from your PCP or an in-network provider.

Is a High-Value Network HMO right for me?

It's a good choice for people who are willing to use certain doctors and healthcare facilities in exchange for lower costs. Your PCP plays a valuable role by providing you with many of your healthcare services and helping you find a specialist if needed. Your PCP keeps an eye on your total healthcare picture and is the point person anytime you have a health problem. Preventive care like annual checkups, flu shots and screenings are covered at 100% at your PCP's office.

Offered by Humana Health Plan, Inc. and Humana Health Plan of Ohio, Inc.

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write your Humana insurance agent or the company. In the event of any disagreement between this communication and the plan document, the plan document will control.

Important

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 **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, **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: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 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.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wódaahí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowot.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك