

STEP 1



YOUR DOCTOR



- Know **where** to go for care
- Get **wellness** screenings you need
- Spend less **time waiting** for your doctor

Humana.

#StartWithHealthy

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START WITH YOUR DOCTOR

When it comes to your health, you're the expert. You also have a team to support you — led by your primary care doctor — including your friends and family and your Humana plan. They work together to help you achieve your health goals — so you're ready for all of the great things life has ahead for you.

Start by scheduling a checkup with your doctor or your primary care provider. The two of you can talk about your health and your life, including ways you can be healthier and screenings you may need. Together, you can make a plan to help you get as healthy as possible.

Find a **doctor**



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



Call Humana Customer Care

**1-800-457-4708 (TTY: 711), Monday – Friday,
8 a.m. – 8 p.m., Eastern time.**

Our automated phone system may answer your call on Saturday, Sunday and some public holidays. Please leave your name and telephone number, and we'll call you back by the end of the next business day.

Make every minute of **your appointment count**

When you go for your checkup with your doctor, use these tips to help get the most out of your visit.

Take the wait out of the waiting room:

- Avoid Mondays — generally the busiest day for most doctors
- Ask for the first appointment of the day, or the first after lunch
- Call an hour ahead to make sure your doctor is running on schedule
- Ask to fill out any needed forms ahead of time
- Remember to take your Humana member ID card

SIMPLE
STEPS

**I'm walking in
a 5K with my
granddaughter**



#StartWithHealthy

START WITH A CHECKLIST

Screening type	Age range	Frequency*
Physical exam and health guidance		
<input type="radio"/> Includes: weight, height, body mass index (BMI) and blood pressure	18 – 75	Yearly
Vaccines**		
<input type="radio"/> Influenza (flu) virus	Talk with your doctor	Yearly
<input type="radio"/> Pneumococcal (pneumonia)		One time (may need booster)
Diabetes screening and management		
<input type="radio"/> HbA1c (blood sugar test)	18 – 75	Yearly
<input type="radio"/> Retinal eye exam	18 – 75	Yearly
<input type="radio"/> Urine test for nephropathy	18 – 75	Yearly
Colorectal cancer		
<input type="radio"/> Colonoscopy	50 – 75	Every 10 years
<input type="radio"/> Flexible sigmoidoscopy	50 – 75	Every 5 years
<input type="radio"/> Home test kit (FOBT/FIT)	50 – 75	Yearly
Cancer screenings		
<input type="radio"/> Mammogram	40 – 74	Yearly
<input type="radio"/> Pap test and pelvic exam	18 – 75	Every 3 years
<input type="radio"/> Prostate exam	50 – 74	Ask your doctor

Don't let the flu find you!

If you've seen your doctor recently, you've probably been asked if you've had, or want, the flu shot this year. Even if you feel healthy, you can still get a very serious case of the flu that could lead to pneumonia and land you in the hospital.

It may be a good idea to get vaccinated this — and every — year. Ask your doctor which flu vaccine is right for you, especially if you have allergies or are more likely to get the flu.

While flu season usually peaks in February, people do get sick all year round.¹ Ask your doctor if you should get a pneumonia shot, too.

You may be able to get your flu shot at an in-network doctor's office, retail clinic, urgent care center or pharmacy — sometimes, at no added cost — depending on your Humana health plan. You can also call the 24/7 Nurse Advice line any time to determine when and where you should get care.

The doctor will see you now

Be ready when the nurse calls your name:

- Jot down questions for your doctor before your appointment
- Bring medical records you wish to discuss, health history, a list of medicines you take, doctors you see and drugstores you use
- Bring a friend or family member to help you listen
- Ask your doctor about anything that's unclear
- Find out when you can expect to receive test results
- Be ready to talk about the results of any recent specialist appointments

START WITH A CONVERSATION

No one wants to talk to a doctor about personal things like feeling low, but your doctor has probably heard it all. And talking about small problems may keep them from turning into major health issues. It may even help save your life. Here are some examples of how to get the conversation started when you're not sure what to say.

Feeling **blue**?

“I’m having a hard time adjusting to retirement (or another life change). How can I feel happier?”

Most people feel blue once in a while. But if life feels more challenging than usual, your doctor may be able to help. You can also be connected to the Member Assistance Program. Call **1-800-767-6171 (TTY: 711), Monday – Friday, 8:30 a.m. – 8 p.m., Eastern time.** After hours an answering service will take a message and a Member Assistance Program professional will respond the next business day.

Taking **medicines together**?

“Are these medicines considered high risk for my age? Are there lower-cost, generic options?”

Take a list of your medicines to every appointment so your doctor can help you avoid dangerous drug interactions.

Bladder **concerns?**

“I’ve had problems with bladder leakage? It’s harder to hold it. Or I feel like I’m going all of the time. What can I do?”

You may think bladder control issues are minor or just “part of aging,” but even small problems may be a sign of something more serious. Your doctor can talk with you about treatments that may be available.

Worried about **falling?**

“I sometimes feel dizzy or unsteady on my feet. Is this normal? What can I do to improve my balance and reduce my risk of falling?”

Regular exercise, hearing and vision tests, and keeping blood pressure under control may help lower your risk of falling.²



Don’t be shy. Ask questions, take notes and open up to your doctor.

SIMPLE
STEPS

I joined a
book club



#StartWithHealthy

START WITH SHARING INFORMATION

With your consent, we'll make your electronic healthcare history available to authorized healthcare providers so they can view your medical, laboratory and radiology claims and test results. Authorized providers may include (but are not limited to) primary care doctors, medical specialists, hospitals and urgent care centers, and emergency medical service (EMS) providers.

If you do not want to participate, please sign in to MyHumana and change your communication preferences. Or call the automated response line at **1-800-733-9203**, 24 hours a day, seven days a week.

More help to **be your healthiest self**

Want to be more active or kick some unhealthy habits? Your doctor can help. So can these Humana resources:

Humana Health Coaching

Call **1-855-852-9450 (TTY: 711)**, **Monday – Friday, 8 a.m. – 6 p.m., Eastern time.**

Member Assistance Program

Call **1-800-767-6171 (TTY: 711)**, **Monday – Friday, 8:30 a.m. – 8 p.m., Eastern time.** After hours an answering service will take a message and a Member Assistance Program professional will respond the next business day.

Choose a family member or friend to help you

You may find it comforting to choose someone you trust to talk with Humana. We need your permission before we can provide any information about you or your plan to someone other than you. To give consent:

- Sign in at **MyHumana.com**
- Go to the “Get Healthy” menu
- Locate and click on “Caring for others”
- Click the “Online Consent Form” link and follow the instructions



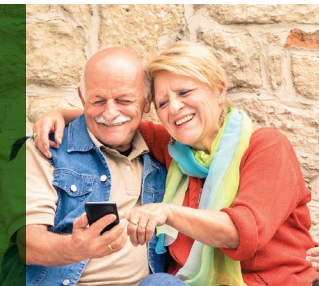
Register for MyHumana at
Humana.com/TourMyHumana



To get the form by mail, call
Humana Customer Care at
1-800-457-4708 (TTY: 711),
and we'll send one to you.

**SIMPLE
STEPS**

**We've visited 47
of the 50 states**



#StartWithHealthy

START WITH A ROAD MAP

When you can't see your doctor, knowing where to go for care can help you feel better faster. **If you're having a medical emergency, call 911 right away.**



The HumanaFirst® Nurse Advice Line gives you advice at no extra cost from a registered nurse on how and where to go to feel better, 24 hours a day, seven days a week. Call **1-800-622-9529 (TTY: 711)**.



Retail clinics can help treat a sore throat, cold or other minor health issues. Check your network for available providers. Call ahead to verify services are available.



Urgent care centers help treat non-life-threatening health issues like stitches and back pain. Many have lab and X-ray services — and wait times are usually shorter than the emergency room.³



The emergency room is the right choice for serious medical situations that are a danger to your life or limbs such as, chest pain or heart attack, possible stroke, uncontrolled bleeding or trouble breathing.

Not sure where to go for care when you can't see your doctor? Visit **[Humana.com/WhereToGo](https://www.humana.com/WhereToGo)** for more.

Know **how to get the most** from your plan

The better you understand your Humana health plan, the more you'll get out of it. When doing your plan "homework," your doctor can answer your questions, such as:

"Where are you sending my lab work? Is the lab in my plan's network?"

Know your in-network labs before visiting **[Humana.com/WhereToGo](https://www.humana.com/WhereToGo)**.

If a non-participating lab is used, ask your doctor if there is a lab available that is part of your plan. You may save money with an in-network provider.

"Are there any alternative treatments for my condition that I should consider?"

Most illnesses or injuries can be treated in multiple ways. Knowing alternatives available makes it easier for you to be a real participant in your care plan, as well as allowing you to research pros and cons of different treatment options on your own.

Don't hesitate to ask your doctor to suggest the best form of treatment for you.

“Is the specialist you referred me to in my health plan’s network?”

Asking this question may save you a substantial amount of money and help make the best use of your insurance coverage.

If your doctor refers you to a provider who is not in your network, ask your doctor to refer you to a provider who is in your network.

“Will my insurance cover this?”

Sometimes, recommended procedures and treatments may not be covered by your plan or may require preauthorization before your plan will pay.

Knowing your insurance coverage prior to services being rendered may save you money.

Every health plan is different. Check coverage details before you see a doctor, use services or have procedures.

Not sure where to go for care? Visit

Humana.com/WhereToGo for more

You can also call **Humana’s Customer Care** at the number on the back of your Humana member ID card.

Easier ways to care

Whether you're caring for a loved one or just want to take better care of yourself, **Humana Points of Care®** can help with great tools and resources, all in one place.

- Create your own online care circle of friends and family to share updates and important information
- Get caregiving support, with tips for day-to-day care and long-term planning
- Find local support and resources
- Create an emergency medical care plan with MyDirective



Call **Humana Customer Care** at **1-800-457-4708 (TTY: 711)**, or visit **HumanaPointsOfCare.com** and sign in with your MyHumana username and password. Then, send an email to invite those you want to join your care circle.

SIMPLE
STEPS

I walked my
daughter **down**
the aisle

#StartWithHealthy

NOTES:

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Sources:

U.S. Preventative Task Force
www.uspreventiveservicestaskforce.org/
American Heart Association www.heart.org/HEARTORG/Conditions/Heart-Health-Screenings_UCM_428687_Article.jsp#.Vr4KbE1iIM8

American Academy of Ophthalmology
www.aao.org/eye-health/tips-prevention/screening

American Cancer Society www.cancer.org/healthy/findcancerearly/cancerscreeningguidelines/american-cancer-societyguidelines-for-the-early-detection-of-cancer

¹www.cdc.gov/flu/about/season/flu-season.htm

²www.ncoa.org/healthy-aging/falls-prevention/preventing-falls-tips-for-older-adults-and-caregivers/6-steps-to-protect-your-older-loved-one-from-a-fall/

³www.nydailynews.com/life-style/health/doctors-office-wait-times-shorter-study-article-1.2161945

*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. You should consult with your doctor to determine what is right for you.

**Find out about the flu shot at
Humana.com/learning-center/health-and-wellbeing/healthy-living/flu/vaccine/flu-shot/

Humana is a Medicare Advantage HMO, PPO and PFFS plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. This information is not a complete description of benefits. For more information, contact the plan. Limitations, copayments and restrictions may apply. Benefits may change on January 1 of each year.

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