

Welcome to Humana

Your quick-start member guide

As a Humana member, we are here to support you and your family as you navigate your health and well-being. In this guide, you'll find helpful resources to get you started with your Humana plan, as well as answers to common questions you may have about your insurance coverage.

Getting started is as easy as 1-2-3

1 Register for MyHumana

Create an account at [MyHumana.com](https://www.mychumana.com) or download the MyHumana Mobile app on your smartphone. You'll find information about your Humana plan and resources to:

- Review benefits and understand what's covered by your plan.
- Understand plan costs, including deductibles and copays.

2 Get your Humana member ID card

You can view, print or email your Humana member ID card at MyHumana. It's available within 3-5 working days of enrollment. We will also mail your medical card to your home address.

3 Find your doctor

Use the Find A Doctor tool within MyHumana to quickly find and compare doctors, hospitals or clinical programs that are in the Humana network.





To learn more about insurance basics and understand the language in your plan, read more [here](#).

Humana®

Even when the doctor is out, Humana is in.

You have a great option for **getting care when it's not convenient to go to the doctor or your doctor isn't available** and it's not a medical emergency. Doctor On Demand[®] is part of your health benefits and **available 24/7, 365 days a year.**

DOCTOR ON DEMAND	COST	WHEN TO USE IT
 <p>Everyday health concerns</p> <p>Doctor On Demand allows Humana members to see a board-certified doctor:</p> <ul style="list-style-type: none">• In minutes• From home, work or while traveling in the United States• With video access from a smartphone or computer <p>It's that easy!</p>	\$0-\$56	<ul style="list-style-type: none">• Colds, flu and sore throat• Upper respiratory infections• Skin and eye problems• Urinary tract infections• Mild to moderate anxiety and depression• Prescriptions and refills• Labs and screenings
 <p>Mental health services</p> <p><i>Available by appointment</i></p>	The cost for a visit will vary based on your plan. You'll know the cost of your visit when you schedule your appointment.	<ul style="list-style-type: none">• Depression• Stress• Anxiety• Trauma• Other non-emergency mental health concerns



Tip: Sign up at DoctorOnDemand.com/Humana or download the Doctor On Demand app so you're ready when you need it.



If you are experiencing a medical emergency, go to your nearest urgent treatment center or emergency room immediately.

Pricing is subject to change without notice. Doctor On Demand services are not available for Humana members in Puerto Rico and outside the U.S. 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.

What else comes with my plan?



Go365®

Get things like Amazon and Target gift cards for doing the everyday activities that help keep you healthy! Get started at [Go365.com](https://www.go365.com).



CenterWell Pharmacy®

Save money and time with our full-service, mail-delivery pharmacy for your regular or specialty prescription needs. Visit [CenterWellPharmacy.com](https://www.CenterWellPharmacy.com) to get started.



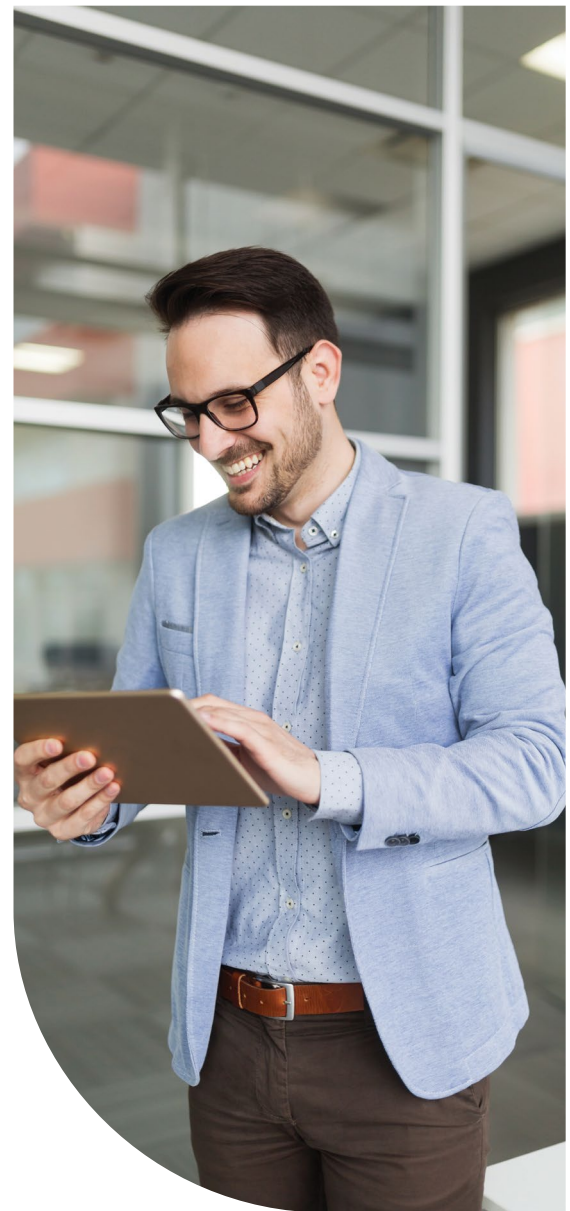
Condition support and education

Humana will proactively reach out to you to provide additional support or education for things like pregnancy, diabetes and cancer



Thanks for choosing Humana

Just register and you'll be on your way. Visit [MyHumana.com](https://www.MyHumana.com) today to get started.



Go365 is not an insurance product and is not available with all Humana health plans. This is a general description of services which are subject to change. Please refer to Customer Support for more information.

Note that gift cards may present federal, state and local tax consequences to you. Any related taxes are solely your responsibility. Please consult your tax advisor.

Other pharmacies may be available in our network. You can locate network pharmacies by visiting [Humana.com/finder/pharmacy](https://www.Humana.com/finder/pharmacy).

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.

Humana®

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): Wóda hí béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'éh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك