

# Care Highlight<sup>®</sup> Member FAQ

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## **Should I change my doctor based on these ratings?**

Choosing a doctor who is right for you is important. Ratings can help guide you, but they shouldn't be the only thing you consider. Talk with your doctor and others you trust to help you make the best choice for your healthcare needs.

## **Will the ratings affect my premium or benefits?**

These ratings are available to help you and will not affect your premium or benefits.

## **Will my doctor be paid differently based on his or her ratings?**

These ratings will not affect payments to your doctor.

## **Do you rate doctors in my state?**

Currently, our ratings include doctors in Puerto Rico, the District of Columbia and all states except Alaska. However, ratings may not be available for all plans in these geographies.

## **Why doesn't my doctor have a rating?**

We may not have enough information available to provide a rating, or your doctor may practice in a specialty or location that doesn't have ratings.

## **How often are ratings updated?**

Reviews take place each year. Updated ratings will be available at [Humana.com/FindaDoctor](https://www.humana.com/FindaDoctor) by mid-March of each year.

## **How does Humana use the rating information?**

We use rating information to help improve the network of doctors available to you. We also share this information with doctors in our network. We want to help them understand how they compare with other doctors in providing effective, cost-efficient care.

## **Where can I find detailed information about how the ratings are determined?**

More information about how ratings are determined is available in this document: [Physician Effectiveness and Efficiency Manual](#).

## **What do I do if I have additional questions or concerns?**

You can talk with a Customer Care specialist Monday – Friday, 8 a.m. – 8 p.m., local time, by calling the toll-free telephone number on the back of your Humana member ID card.

## **What do I do if I have a complaint about the information provided?**

Call the toll-free number on the back of your Humana member ID card or submit a complaint in writing to:

### **Medicare members:**

Humana  
P.O. Box 14165  
Lexington, KY 40512-4165

### **Medicaid members:**

Humana  
P.O. Box 14546  
Lexington, KY 40512-4546

