

The doctor is always in

Available on many Humana plans, virtual visits is a resource when you're traveling or your regular doctor's office isn't open. Humana has teamed up with MDLIVE®, a telehealth company, to provide you with nonemergency medical and behavioral healthcare.

All virtual visit clinicians are U.S. board certified, licensed, certified and credentialed in the states where they practice. Details include:



Medical

- Available 24 hours a day, seven days a week
- Get treatment for cold and flu symptoms, nausea and vomiting, skin conditions and other nonemergency medical conditions
- Providers can send prescriptions to your preferred pharmacy, if available



Behavioral health

- Psychiatric diagnostic evaluation, individual or family psychotherapy and ongoing mental and behavioral health evaluation and management
- Addictions, grief and loss, anxiety, stress and life changes are just some of the conditions treated

Connect within minutes*—no appointment needed for medical care. Behavioral health is by scheduled appointment.



NEW IN 2020: Expanded virtual visit care

Beginning in 2020, virtual visits are covered for more types of care than ever before. When your own doctor isn't available, you're traveling or other issues prevent access, you can use virtual visits to talk with a U.S. board-certified doctor. Now your telemedicine virtual visits benefit can address a wider range of nonemergency healthcare needs, including medication adjustments or refills, order for lab tests and/or screenings, treatment for minor infections, or to assist your PCP in managing chronic conditions such as high blood pressure or arthritis. If you choose, information about the care you receive during these virtual visits can be shared with your PCP to ensure care continuity. These virtual visits can be by appointment or on-demand.



Use your computer, smartphone, tablet or telephone to receive care (data rates may apply).

You have three ways to receive care:**

1. MDLIVE.com/HumanaMedicare
2. 1-888-673-1992 (TTY: 711)
3. Download the MDLIVE mobile app from the App Store® or Google Play®



The service provider for virtual visits is MDLIVE. In select plans, there may be additional service providers. Check your Evidence of Coverage (EOC) to see if your Humana plan includes a benefit for virtual visits, and for the service provider or call the number on the back of your Humana member ID card.

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

**Communication options vary by state.

Limitations on virtual visit healthcare and prescription services delivered via remote access technology and communications vary by state. Telebehavioral health services are currently available to Humana Medicare Advantage members at selected locations. Limitations on healthcare and prescription services delivered via virtual visits and communications options vary by state. Virtual visit services is not a substitute for emergency care and not intended to replace your primary care provider or other providers in your network. 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.

At Humana, it is important you are treated fairly.

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, sex, sexual orientation, gender identity, or religion.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-320-1235** (TTY: 711). **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-320-1235** (TTY: 711). **繁體中文 (Chinese):** 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)。