

The right care, in the right place, at the right time

Getting sick or hurt may happen suddenly. Knowing where to get care can save you time and give you peace of mind. With all of your care options, where you get care may depend on the care you need.

For most issues, your primary care provider (PCP):

- Can see you when you're well, not just when you're sick
- Can tell you where to go for care if you're not sure
- May be able to offer you a virtual care (telehealth) visit

Virtual visits are a great way to stay connected to your doctor without leaving your home.

Ask your doctor if they offer virtual visits.

To learn more about virtual care, visit [Humana.com/FloridaVirtualCare](https://www.humana.com/FloridaVirtualCare).

When your doctor isn't available

Retail clinics and urgent care centers

Retail clinics and urgent care centers are:

- Good for non-emergencies, like urgent flu-like symptoms, moderate stomach pain, or minor injuries
- Convenient – Most open early, close late, and have weekend hours
- Quick – No appointment needed
- Staffed by trained professionals – Get treatment for a range of issues like if you've come down with a fever, or if you're worried your child has a broken finger

Humana
Healthy Horizons®
in Florida



Nurse Advice Line

When you have a health concern and don't know what to do:

- Call the Nurse Advice Line at the number listed on the back of your Humana ID card 24 hours a day, seven days a week
- Get appropriate advice from a registered nurse about your situation

Do not use this service during an emergency.

Emergency room

An **emergency** is a sudden, serious situation. It demands immediate action. Dial 911 or go to your nearest emergency room if you are experiencing an emergency.

Find a Doctor service

Our online Find a Doctor service has information about care options in your area, including:

- In-network providers
- Retail clinics
- Specialists
- Urgent care centers
- And more

To access our Find a Doctor service, visit [Humana.com/FindADoctor](https://www.humana.com/FindADoctor).

How to use our Find a Doctor service:

Watch a short video

- Point your phone or tablet camera at the QR code below, then tap the message to open the video in a web browser on your device, or
- Visit [Humana.com/FindADocVideo](https://www.humana.com/FindADocVideo)



Where care is most appropriate

Use the chart below to help you pick the right place to get care depending on the care you need.

Condition	Doctor's (PCP's) Office	Video Doctor Visit	Retail Clinic or Urgent Care Center*	Emergency Room
Allergies	X	X	X	
Bug bites	X	X	X	
Bumps, cuts, and scrapes	X	X	X	
Chest pain				X
Cold sores	X	X	X	
Cough, sore throat, congestion	X	X	X	
Difficulty breathing				X
Ear pain	X	X	X	
Flu/Stomach flu	X	X	X	
Gout	X	X	X	
High fever with stiff neck, mental confusion, and/or difficulty breathing				X
Minor headaches, sprains, strains	X	X	X	
Moderate stomach pain				X
Nausea, vomiting, diarrhea	X	X	X	
Numbness on one side of body, difficulty talking, sudden loss of vision				X
Open wounds				X

Condition	Doctor's (PCP's) Office	Video Doctor Visit	Retail Clinic or Urgent Care Center*	Emergency Room
Partial or total amputation of a limb				X
Pink eye	X	X	X	
Possible broken bones or poisoning				X
Screening for coronavirus (COVID-19)		X		
Severe conditions (e.g., headache, stomach pain, etc.)				X
Severe falls				X
Sinus infection	X	X	X	
Small cuts			X	
Strep throat	X	X	X	
Sudden chest pain or pressure, loss of consciousness, abdominal pain				X
Suicidal feelings				X
Trauma				X
Urgent cold or flu-like symptoms				X
Urinary burning	X	X	X	
Vomiting				X
Wheezing or shortness of breath				X

*Consult with your nearest urgent care center to confirm services.



Remember:

- Call your primary care provider (PCP) first when possible
- Call the Nurse Advice Line at the number listed on the back of your Humana ID card 24 hours a day, seven days a week to speak to a registered nurse
- Dial 911 or get to your nearest emergency room if you need emergency care
- Call our Member Services team at the number on the back of your Humana ID card for answers to other questions

ENGLISH: This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

SPANISH: Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

CREOLE: Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

FRENCH: Ces informations sont disponibles gratuitement dans d'autre langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

ITALIAN: Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

RUSSIAN: Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m. Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

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 **800-477-6931** 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>.

Auxiliary aids and services, free of charge, are available to you. **800-477-6931 (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.

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

Español: (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

Kreyòl Ayisyen: (French Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

Tiếng Việt: (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.