



PO Box 14140
Lexington, KY 40512-4140

<Member Name>
<Member Address>
<Member City, ST, Zip>

<<Date>>

Dear <<ENROLLEE/LEGAL REPRESENTATIVE>>:

We are writing to inform you Humana has partnered with HHAeXchange, a leading Electronic Visit Verification (EVV) vendor, to electronically confirm members are receiving the care they need, when they need it.

Why EVV?

In 2016, the 21st Century CURES Act was passed. This Act requires the individual receiving services and the caregiver performing services to electronically verify the type of service, the date, the location where the service was performed, and the time the service starts and ends.

What is EVV?

EVV is a technology solution which electronically verifies your caregiver or home health aide was providing services in your home on the dates and times scheduled by the agency. This helps ensure your Medicaid dollars are being spent properly on services that were actually delivered to you.

How EVV Works

The process is simple! Your caregiver can electronically clock-in and clock-out at the start and end of each visit and enter the services they performed. This data is automatically sent to the caregiver's agency for confirmation, and then transferred to Humana for processing.

What to Expect

Starting October 1, 2019, you may notice your caregiver utilizing HHAeXchange's EVV methods to clock-in at the start of services and clock-out at the end of services. HHAeXchange offers two simple and easy-to-use methods:

1. **Member's Landline:** Using your landline phone, your caregiver can call a special HHAeXchange phone number to clock-in and out and record the services they provided during the visit. The EVV system recognizes the phone call is coming from your home phone, ensuring the caregiver was in the correct location at the time of service.

2. Caregiver Smartphone: Your caregiver can download the HHAeXchange mobile app on their cell phone and clock-in and out while in your home using the mobile app. Their phone's GPS will verify the location of the service.

If you have any questions or concerns, please contact your homecare agency to discuss which EVV method is best for you.

Sincerely,

Jaimie White
Regional President

This information is available for free in other languages and formats. Please contact our Customer Service number at 1-888-998-7732. If you use TTY, call 711, Monday – Friday, 8 a.m. to 8 p.m.

Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al 1-888-998-7732. Si usa un TTY, marque 711. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

Enfòmasyon sa a disponib gratis nan lòt lang ak fòm. Tanpri kontakte nimewo Sèvis Kliyan nou an nan 1-888-998-7732. Si ou itilize TTY, rele 711, Lendi - Vandredi, 8 a.m. a 8 p.m.

Ces informations sont disponibles gratuitement dans d'autre langues et formats. N'hésitez pas à contacter notre service client au 1-888-998-7732. Si vous utilisez un

appareil de télétype (TTY), appelez le 711 du lundi au vendredi, de 8h00 à 20h00.

Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero 1-888-998-7732. Se utilizza una telescrivente (TTY), chiami il numero 711 dal lunedì al venerdì tra le 8 e le 20:00.

Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру 1-888-998-7732. Если Вы пользователь ТТУ, звоните по номеру 711 с понедельника по пятницу, с 8.00 до 20.00.

Discrimination is Against the Law

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, or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Humana Inc. and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-888-998-7732 [TTY 711].

If you believe that Humana Inc. or its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 – 4618

1-888-998-7732 or if you use a TTY, call 711.

You can file a grievance by mail or phone. If you need help filing a grievance, Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-888-998-7732 (TTY : 711) .

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-998-7732 (TTY : 711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-998-7732 (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 1-888-998-7732 (TTY : 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-998-7732 (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 1-888-998-7732 (TTY : 711)。

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-998-7732 (ATS : 711).

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-998-7732 (TTY : 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-998-7732 (телетайп: 711).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-998-7732 (رقم هاتف الصم والبك: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-998-7732 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-998-7732 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-998-7732 (TTY: 711) 번으로 전화해 주십시오.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-998-7732 (TTY: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-998-7732 (TTY: 711).

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-998-7732 (TTY: 711).

Diné Bizaad (Navajo): Dít baa akó nínízin: Dít saad bee yánílti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódílnih 1-888-998-7732 (TTY: 711).