

Humana High Value Network: Ochsner Total Care PPO



Personalized care. Real value.

When it comes to your health, you shouldn't compromise. You should feel confident knowing you're in good hands—that you're getting the best possible care from doctors you can trust. You also want value. Humana's High Value Network is a local healthcare community that delivers the personalized care you expect, at a lower cost.



Healthcare, simplified

The right care at the right time and the right place. Your Ochsner Total Care PPO High Value Network is a community of local healthcare professionals, right where you live and work. All your care starts with your primary care physician (PCP), someone who knows you and your unique health needs.

Your PCP can coordinate all your care, guiding you through the healthcare system and recommending you to network specialists when you need to see one. You'll save time and worry searching for the right provider. You'll also save money by staying within the Ochsner Total Care PPO network.

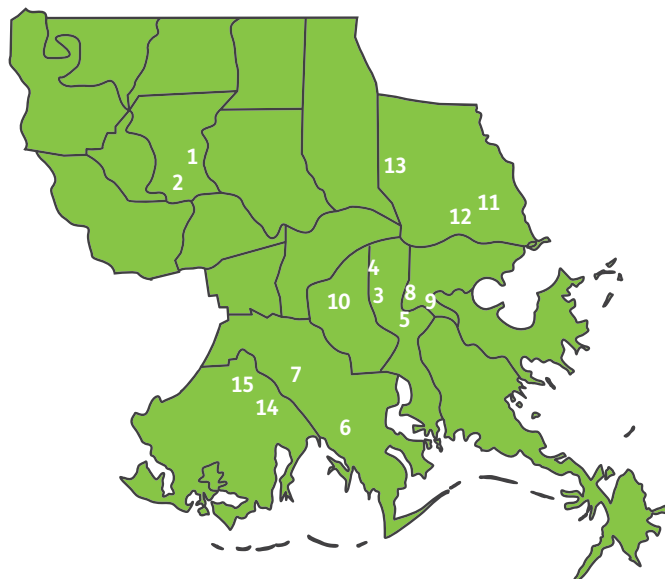


Your local care network

The Ochsner Total Care PPO High Value Network features:

Ochsner Health System:

- Nationally ranked by U.S. News and World Report (Ochsner Medical Center, Ochsner Medical Center – West Bank Campus, and Ochsner Baptist)
- Healthgrades named Ochsner Medical Center and its West Bank Campus Distinguished Hospitals for Clinical Excellence™ for the fifth year in a row.
- Truven Health Analytics named Ochsner Medical Center (including Ochsner Medical Center – West Bank Campus and Ochsner Baptist)
 - 100 Top Hospitals® and Top 15 Major Teaching Hospitals in the nation (2010, 2011, 2012, 2014, 2017)
 - 50 Top Cardiovascular Hospitals (2011)
 - Everest Award — one of only six hospitals in the U.S. (2011, 2012)
 - Top Quintile (20 percent): Best Performing Systems (2011)



1. Ochsner Medical Center at Baton Rouge
2. Ochsner Medical Complex – The Grove
3. Ochsner Medical Center
4. Ochsner Medical Center Kenner
5. Ochsner Medical Center Westbank
6. Lady of the Sea Hospital
7. Ochsner St Anne General Hospital
8. Baptist A Campus of Ochsner Medical Center
9. St Bernard Parish Hospital
10. St Charles Parish Hospital
11. Ochsner Medical Center Northshore
12. Slidell Memorial Hospital
13. St Tammany Parish Hospital
14. Leonard J Chabert Medical Center
15. Terrebonne General Medical Center

How to get the most from your high value network



Select a primary care physician

- The Ochsner Total Care PPO includes a network of qualified doctors, including family practitioners, general practitioners, internists and pediatricians
- Primary care physician (PCP) selection is not required but is recommended to provide you and your family with someone who knows you and your health needs



Find a doctor or see if your current doctor is in the network

- Go to **Humana.com**
- Click on “Search” under “Find a doctor”
- Choose “Medical”
- Select “Insurance through your employer” under “Coverage type”
- Enter your ZIP code and select “Ochsner Total Care PPO” under “Network”
- Select “Specialty” under “Search” and enter the type of doctor you want to search for
- If you know your doctor’s name, select “Name” under “Search”



For a directory of all the doctors, hospitals and clinics in your network

- Go to **Humana.com**
- Click on “Search” under “Find a doctor”
- Scroll to the bottom of the page and select “View printed directories”
- Select “Louisiana,” then “Ochsner Total Care PPO”



If you need to see a specialist

- Contact your doctor for a recommendation or follow the steps above under “Find a doctor or see if your current doctor is in the network”
- Referrals from your doctor to specialists in the Ochsner Total Care PPO network are not required



Is the Ochsner Total Care PPO right for me?

Ochsner Total Care PPO is a good choice for people who are willing to use certain doctors and healthcare facilities in exchange for lower costs, but who also want the flexibility to get healthcare services outside the Ochsner Total Care PPO network at a higher cost.

Simple, affordable healthcare

- Personalized care
- Close to home
- Doctors you can trust

Humana®

Insured by Humana Health Benefit Plan of Louisiana, Inc.

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 identity, or religion. 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 **1-877-320-1235** 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 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, DC 20201, **1-800-368-1019, 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.

1-877-320-1235 (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.

1-877-320-1235 (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'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك