Humana.

Your health and well-being is our highest priority

Below you will find frequently asked questions with answers to help you during the coronavirus disease (COVID-19) pandemic.

Access to care/COVID-19

Q: I think I may have COVID-19 symptoms, what should I do?
A: Call your primary care provider (PCP) or other healthcare provider if you think you have been exposed to COVID-19 or have symptoms (such as fever, cough, or shortness of breath).

Q: Where can I get updated COVID-19 information?
A: We update **Humana.com/coronavirus** as information is available. You also can get current information at kycovid19.ky.gov or www.cdc.gov/coronavirus.

Q: Where do I go to find a doctor in network?
A: You can call the toll-free number on the back of your Member ID card, which is 1-800-444-9137 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m. Eastern Time, and ask for help in finding an in-network provider. You also can use our online Find a Doctor tool to search for in-network providers near you: https://www.humana.com/findadoctor.

Access to care – Telehealth/Telemedicine

Q: Can I access care without going to my doctor's office?
A: Yes, call your PCP, dentist, vision, or behavioral health provider to discuss telemedicine (e.g., video chat), tele-dentistry, and telehealth (e.g., telephonic and email-based) services that they offer.

Q: What do I need to access telehealth services?
A: When you call your doctor to find out what telemedicine or telehealth services they offer, they can guide you to what you need to access telehealth services. Usually, you can access these types of services using a telephone, smartphone, or computer.

Q: Can I see a different doctor if my PCP does not offer telehealth services?
A: Yes. You can access telehealth services using a doctor that is not your PCP. Humana Kentucky Medicaid will cover telehealth services when provided by an in-network or out-of-network Kentucky Medicaid enrolled provider. If you are accessing service through an out-of-network provider, ask the provider if they are a Kentucky Medicaid enrolled provider. If they are not, please choose a provider who is a Kentucky Medicaid enrolled provider.

Q: Can I access behavioral health services using telehealth?
A: Yes. You can access behavioral health services using telehealth. Contact your behavioral health provider to see if they offer telehealth services. Not all providers are set up to offer telehealth service. Humana will cover these services when provided by an in-network or out-of-network providers who is a Licensed Behavioral Health provider *and* a Kentucky Medicaid enrolled provider.

Cost share/Copayment Information

Q: Do I have a copayment?
A: The Kentucky Department for Medicaid Services has stopped requiring copayments for all Medicaid Services (e.g., medical, behavioral, dental, and pharmacy).

Q: When were copayments stopped?
A: Medical copayments were stopped on March 17, 2020 and COVID-19-related services copayments were stopped on February 4, 2020.

Q: When will I have to start paying copayments again?
A: The Kentucky Department for Medicaid Services has not made that determination. Humana will wait for direction from the Kentucky Department for Medicaid Services.

Q: What do I do if my provider charged me a copayment after copayments were stopped?
A: The Kentucky Department for Medicaid Services has stopped copayments for all Medicaid Services (e.g., medical, behavioral, dental, and pharmacy). If a provider charges you a copayment for Medicaid services you get after copayments were stopped, please call us at 1-800-444-9137 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m. Eastern Time, and we will assist you in calling the provider and requesting a refund.

Q: How do I get a refund if I paid a copayment in February when I thought I had COVID-19 symptoms?
A: The Kentucky Department for Medicaid Services has stopped copayment requirements for all Medicaid Services providing diagnostic testing, lab testing, and medical treatment related to COVID-19. If a provider charges you a copayment for these types of services, please call us at 1-800-444-9137 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m. Eastern Time, and we will assist you in calling the provider and requesting a refund.

Pharmacy/refill/home delivery

Q: Can I refill my prescription early?
A: Humana will let you refill your prescription medication early for a 30-, 60-, or 90-day supply to ensure you have enough medication during this pandemic. If you do not need your medicine

now but want to get it ahead of time, Humana will also let you get your medicine early. Some pain medications can be filled early; however, an extended day supply may not be allowed.

Q: Can I have my medication delivered if I can't leave my house?
A: Some Human pharmacies offer home delivery of medication. Humana recommends that you contact your pharmacy to determine if this service is available.

Q: What do I do if my medications need a prior authorization (PA)?
A: Humana is extending all PAs by 30 days, If you already have a prior PA approval for your medications and it is about to expire. If you are prescribed a new medication that requires a PA, your provider can follow the regular process to send us a PA request.