



Your health and well-being is our highest priority. To help you protect your health during the outbreak of coronavirus disease 2019 (COVID-19), we:

- Encourage you to call your primary care provider (PCP) or other healthcare provider if you think you've been exposed to COVID-19 or have symptoms (such as fever, cough, or shortness of breath)
- Will waive out-of-pocket costs associated with COVID-19 for testing, telemedicine (e.g., video chat) and telehealth (e.g., telephonic and email-based) services, and treatment, all of which you can contact your PCP to further discuss with you
- Can connect you with a specialized group of customer care representatives trained to answer questions about COVID-19 – just 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., and ask to speak to someone about COVID-19
- Will update [Humana.com](https://www.humana.com) as information becomes available