



Keep connecting for your health

To help reduce your chance of catching or spreading coronavirus disease (COVID-19), the Centers for Disease Control and Prevention (CDC) recommends everyone should maintain a safe “social distance” from others, which means:

- Avoiding crowds and close contact with others
- Staying at home as much as possible
- Staying at least six feet away from others if/when you leave your home
- Staying at least six feet away from anyone who is coughing or sneezing

If you need to go out, remember to:

- Thoroughly wash or sanitize your hands before you leave your home and after you return home
- Wash your hands for at least 20 seconds, which is the length of time singing or humming the “Happy Birthday” song twice takes
- Avoid touching your eyes, nose, and mouth

While we strive to keep safe distances from others, we still can:

- Keep up with health routines
- Connect with others while “social distancing”

Keep up with health routines

To keep up with health routines, the CDC recommends you:

- **Take breaks**
 - Limit how much time you spend watching, reading, or listening to news stories about COVID-19
 - Limit how much time you spend on social media
 - Get updates by visiting [Humana.com/coronavirus](https://www.humana.com/coronavirus) or [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus)
 - Spend time each day on activities you enjoy (like gardening or watching a favorite television show or movie)
- **Connect with others**
 - Talk with people you trust about how you’re feeling
 - Check on how your friends and family are doing
- **Take care of your physical health**
 - Spend part of each day taking deep breaths, stretching, or meditating
 - Try to eat healthy, well-balanced meals (but don’t be too hard on yourself if you eat something unhealthy)



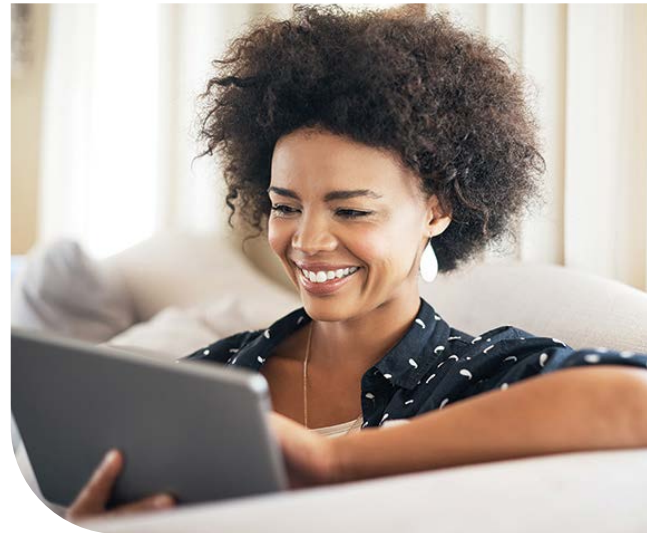
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- Exercise regularly (you still are allowed to leave your home for exercise, in states where residents have been asked to stay indoors as much as possible)
- Try to get a good night's sleep
- Avoid alcohol and drugs
- **Ask for help if you need it**
 - Call your healthcare provider if stress gets in the way of your daily activities for several days in a row
 - Call the toll-free phone number on the back of your Member ID card to speak with one of our specially trained Care Specialists who can answer questions you have about available services, your benefits, or COVID-19

Connect with others while “social distancing”

Social distancing may make us feel lonely and socially isolated, but you still can connect with others, remain active, and maintain meaningful relationships by:

- **Calling and texting** friends, family, and neighbors
- **Using video chat technologies** from your laptop, tablet, or smartphone to connect with others
- **Using video chat technologies** to entertain someone, such as by playing an instrument or reading aloud a story or poem
- **Using social media platforms** like Facebook, Instagram, or Twitter to connect and share pictures with friends old and new
- **Mailing cards or handwritten letters** to loved ones
- **Writing letters** to someone battling depression, about which you can learn more at [Lettersagainst.org/volunteer](https://www.lettersagainst.org/volunteer)
- **Sending emails**, which can include photographs, links to news stories, personal stories, and more
- **Participating in virtual programming** that local institutions, places of worship, community centers, and other organizations make available online
- **Creating new traditions** – like virtual book clubs, virtual outings, and virtual dance parties – with friends and family
- **Starting a new hobby** – like yoga, meditation, learning a new language, knitting, and baking – with guidance available through free mobile apps
- **Playing online games** – like word scrambles and cards – using free mobile apps or websites
- **Spending time outside**, such as by sitting on your porch or deck, gardening, chatting with neighbors (albeit from a safe distance), walking around your neighborhood, or exercising



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Each day, try to:

- Connect with at least one friend or family member and share your feelings, experiences, and memories
- Stay positive during social interactions
- Offer positive support and compassion
- Help to lift someone else's spirit, reduce feelings of loneliness, and create meaningful relationships
- Call people in need in your community, such as through local neighborhood associations or national organizations like Littlebrothers.org

Available resources

To help you create and build social connections, and/or to get help with how you're feeling, call your health plan at the number on the back of your Member ID card to learn about available:

- Mental or behavioral health support
- Virtual appointments for medical and/or behavioral health care

Other available resources include:

- **Disaster Distress Line** – Offers immediate counseling and help coping with the mental or emotional effects that the COVID-19 pandemic may cause
1-800-662-HELP (4357)
(TTY: 1-800-487-4889)
24 hours a day, 7 days a week
Samhsa.gov
- **Mental Health America** – Helps you access local and online support groups, mental health programs and services, and more
Mentalhealthamerica.net
- **Eldercare Area Agencies on Aging** – Makes available trustworthy, local support resources for older Americans and their caregivers
1-800-677-1116 (TTY: 711)
Monday – Friday, 9 a.m. – 8 p.m. Eastern time
Eldercare.acl.gov

- **AARP Foundation's Connect2Affect** – Helps you connect with a network of local programs and resources to build social connections
Connect2affect.org
- **Institute on Aging's Friendship Line** – Connects you with a trained volunteer who will spend time on the phone with you (aimed at people who are 60+ and adults who have disabilities)
1-800-971-0016 (TTY: 711)
24 hours a day, 7 days a week
- **Caregiver Support** – Makes available access to caregiving experts who can help you find the information you need to navigate complex caregiving challenges
1-855-227-3640 (TTY: 711)
Monday – Friday, 8 a.m. – 7 p.m. Eastern time
Caregiveraction.org

To learn more about COVID-19, go to Humana.com/coronavirus or CDC.gov/coronavirus.

We've provided this information for educational purposes only. Do not use this information for medical advice, diagnosis, or treatment. Consult your healthcare provider if you have questions or concerns. Consult your doctor before beginning any new diet or exercise regimen.

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'autres 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)**.