



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.

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Call If You Need Us

If you have questions, trouble reading or understanding this letter, call us at 1-800-444-9137 or TTY, call 711. We are available Monday – Friday, from 7 a.m. to 7 p.m. Eastern Time. We can help you at no cost to you. We can explain the letter in English or in your first language. We can also help you if you have trouble seeing or hearing. Please refer to your Enrollee Handbook regarding your rights.

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, sex, sexual orientation, gender identity, or religion. See our website for more information.

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 Enrollee Services at 1-800-444-9137 (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
1-800-444-9137 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

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-**800-444-9137** (TTY: 711).

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-**800-444-9137** (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 1-800-444-9137 (TTY: 711)。

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Rufnummer: 1-**800-444-9137** (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-**800-444-9137** (TTY: 711).

العربية (Arabic)

اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة -1-800-444-9137 برقم اتصل. بالمجان لك تتوافر والبكم الصم هاتف - (711).

Srpsko-hrvatski (Serbo-Croatian) OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-**800-444-9137** (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-**800-444-9137** (TTY:711) まで、お

電話にてご連絡ください。

Français (French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-444-9137 (ATS : 711).

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-444-9137 (TTY: 711)번으로 전화해 주십시오.

Deitsch (Pennsylvania Dutch) Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-444-9137 (TTY: 711).

ध्यान दिनुहोस्(Nepali): तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-444-9137. (टिटिवाइ: 711) ।

Oroomiffa (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-444-9137 (TTY: 711).

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-444-9137 (телетайп: 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 1-800-444-9137 (TTY: 711).

ICITONDERWA (Bantu): Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-444-9137 (TTY: 711).

-----START SPANISH-----

Humana Inc. y sus subsidiarias cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Humana Inc. and its subsidiaries no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Humana Inc. y sus subsidiarias:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Servicio al Cliente al 1- **800-444-9137** (TTY: 711).

Si considera que Humana Inc. o sus subsidiarias no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 – 4618

1- 877-233-4816 o si usa un TTY, llame al 711.

Puede presentar el reclamo por correo o por teléfono. Si necesita ayuda para hacerlo, Servicio al Cliente está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

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)

Puede obtener los formularios de reclamo en el sitio web

<http://www.hhs.gov/ocr/office/file/index.html>.