

Humana

Primary care at  
your fingertips

To start using your **On Hand**® health plan, download the app and register now.

Get the app →

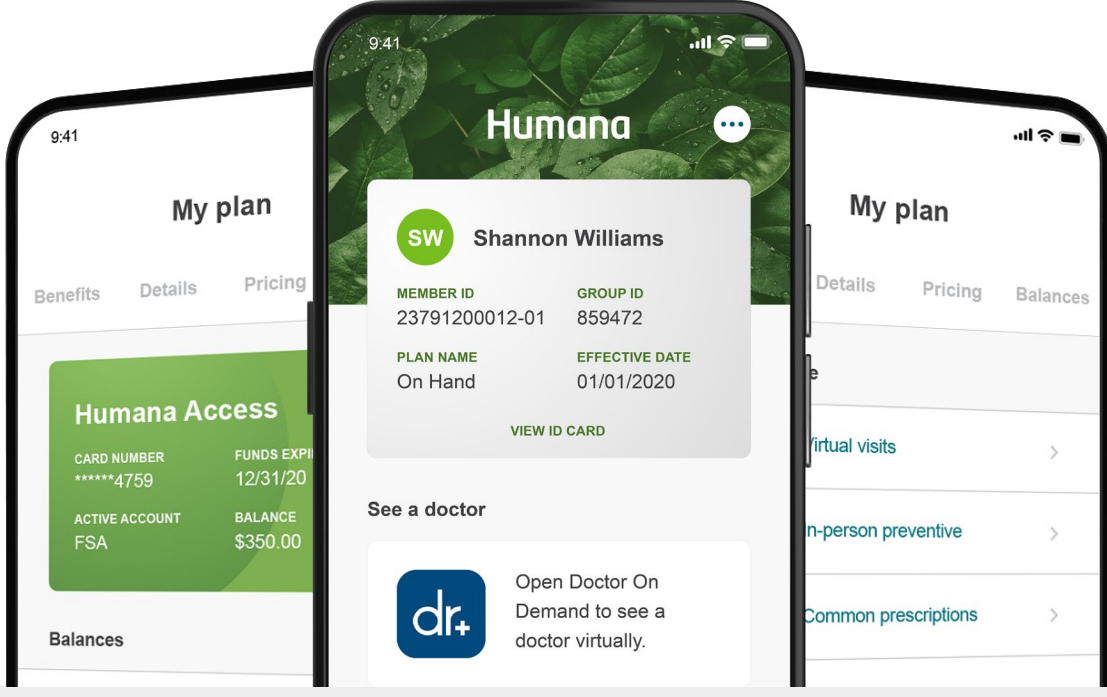


[Member FirstName],


Welcome to Humana. We look forward to helping you achieve your health and wellness goals with your On Hand by Humana health plan. As an On Hand member, you now have access to care and resources to support your total well-being, all at your fingertips.


With your plan you'll get \$0 virtual visits with Doctor on Demand board-certified physicians. That's unlimited virtual visits for your primary and everyday healthcare needs, including managing a chronic condition or connecting with a specialist if needed. Ready to get started?


1. Download the On Hand app to your mobile device.
2. Register with On Hand in the app. Be sure to have your member ID or SSN close by.
3. Enjoy unlimited \$0 virtual visits with a Doctor On Demand board-certified doctor.





With your On Hand plan, you get:

- 

\$0 virtual primary care and urgent care visits with Doctor On Demand that can include blood pressure checks, ordering labs and more
- 

Access to a search tool to find the right specialist when you need it
- 

\$5 common prescriptions and labs
- 

Upfront prescription pricing
- 

Quick access to your plan details

Download the app →



Questions?

For more information about your On Hand plan, visit [Humana.com/onhand](https://www.humana.com/onhand).

Legal | Privacy Practices | Internet Privacy Statement

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By clicking the consent below, you agree and understand that this approval will expire in one year from acceptance date. If you choose to cancel prior to expiration, you must do so in writing by sending your name, address, date of birth and member ID number to Humana Customer Service 500 W. Main, Louisville, KY 40202.

You also understand that canceling won't apply to any personal information already released. Your consent means that you understand that you do not have to agree to this authorization and that Humana can't condition treatment, payment, enrollment, or eligibility of benefits on whether you agree to this authorization.

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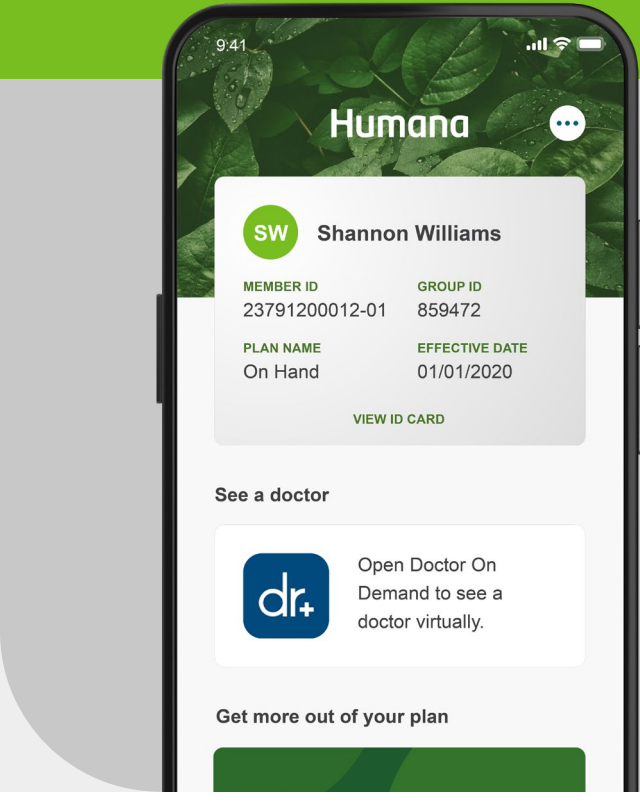
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# Getting started with your On Hand® health plan takes just one click

Explore the On Hand app

Get started →



[Member FirstName],

Now that you’re enrolled in the **On Hand** by Humana health plan, it’s time to explore the app and start your healthcare journey. As an On Hand member, you’ll receive an at-home care kit complete with a blood pressure cuff, a pulse oximeter to measure your oxygen levels and a digital thermometer to prepare you for your virtual visits.



## Your On Hand health plan includes \$0 virtual visits with Doctor On Demand® for your primary and non-emergency urgent care needs, such as:

- Annual physicals
  - Colds, coughs, and flu
  - COVID-19
  - Behavioral health assessment
  - Allergies
  - Sinus infections
- Eye conditions
  - Condition management, such as high blood pressure, high cholesterol, and diabetes
  - Medication refills
  - And more

**Doctor On Demand’s experienced and top-rated<sup>1</sup> doctors, psychiatrists, and psychologists are extensively trained in telehealth and have an average of 15 years of clinical experience.**

Get Started →



<sup>1</sup> [www.doctorondemand.com/businesses/employers](http://www.doctorondemand.com/businesses/employers)

## Questions?

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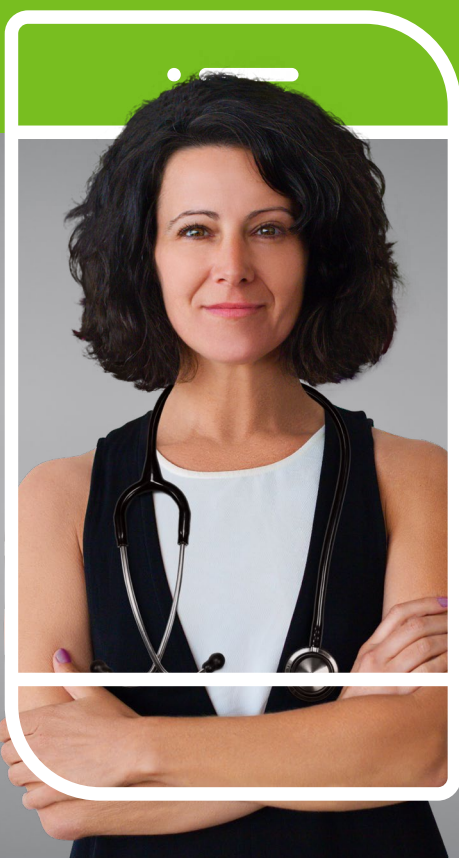


Humana

Get to know  
your doctor  
with a \$0  
virtual visit

Explore the On Hand® app

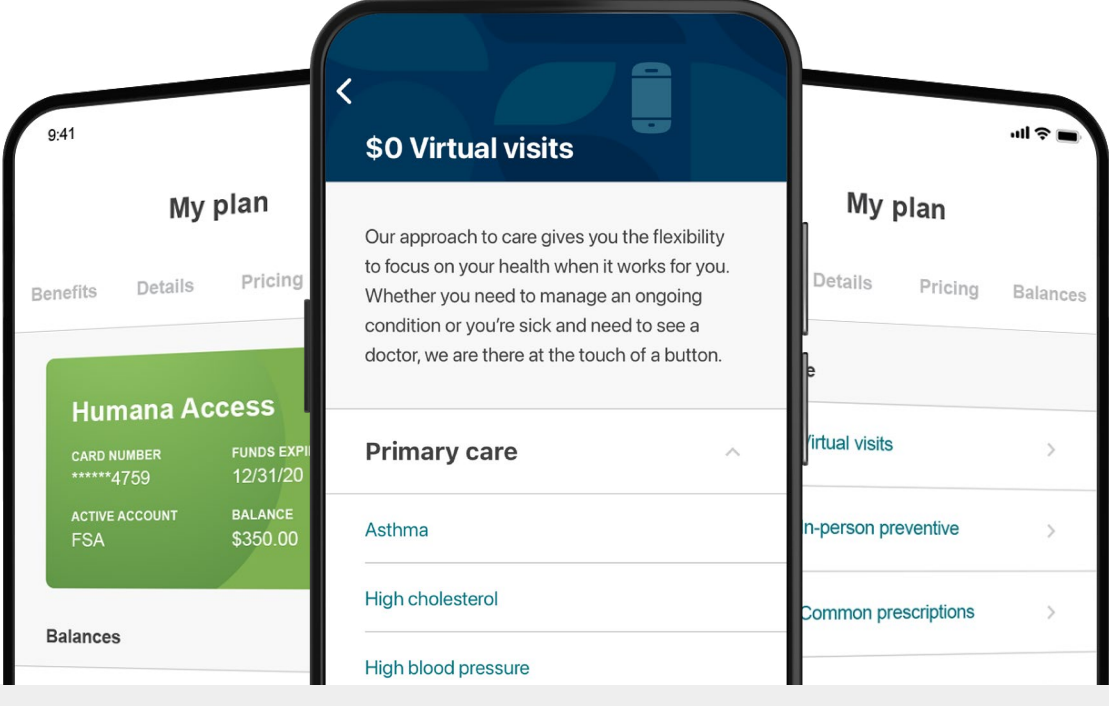
Open the app →



[Member FirstName],

After you’ve downloaded the **On Hand** by Humana app, you can schedule a \$0 virtual appointment with Doctor On Demand® through your On Hand health plan. During this appointment, you’ll have a chance to meet your doctor, ask questions and provide them with any information they may need for future visits.

With your initial visit complete, they’ll have your information on file and be ready to treat you whenever you have a healthcare need.



Here’s what to have ready for your first visit:



List of medications you take



Your health history, including:

- Chronic conditions
- Illnesses
- Surgeries



Other doctors you see including any specialists



Any questions you may have for your doctor, such as:

- How should I contact you if I have a question?
- What’s the best way for me to get a prescription refill?
- How far in advance do I need to schedule an appointment with you?
- Where should I go if I have an emergency?

Schedule your visit →

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