

# Extra Services

Humana Achieve Medicare  
Supplement Insurance Plan



# Table of contents

- Extra Services available to Humana Achieve Medicare Supplement policyholders ..... 1
- USA Senior Care Network Premium Savings Program ..... 2
- Humana Well Dine® ..... 2
- HumanaFirst® ..... 3
- TruHearing’s Discount Hearing Program ..... 3
- HearUSA hearing care discount program..... 3
- Healthy Hearing Discount Program - Exclusive to Humana Florida Members..... 4
- Drug Discount Program ..... 5
- Vision Discount Program ..... 6
- Lifeline services ..... 7
- MyHumana ..... 8
- MyHumana Mobile ..... 8
- Shared Decision Making ..... 8

## Extra Services

Humana provides access to deals that allow you to get items and services for less. The following pages tell you how you may be able to save. To receive some of the discounts, you may need to show your Humana identification card or the discount card provided in this booklet. Your participation in or use of the special programs and services described in this booklet is entirely voluntary. Participation will not affect your benefits under your Humana Achieve Medicare Supplement policy.

For information, call Humana Customer Care at **1-800-866-0581**, seven days a week, 8 a.m.-8 p.m. If you use a TTY, call **711**. Our voice mail system takes your call on Saturdays, Sundays, and some holidays. Just leave a message and tell us why you're calling. Someone will call you back.

Humana Achieve Medicare Supplement Insurance Plans are issued by one or more of the following companies: Humana Benefit Plan of Illinois Inc. (doing business as Humana Benefit Insurance Plan of Illinois, Inc. in California), CompBenefits Insurance Company, Emphesys Insurance Company or, Humana Insurance Company, Humana Insurance Company of Kentucky.

Policy Form Series AIMES, AI2MES or state equivalent. Medicare supplement insurance plans are not connected with or endorsed by the U.S. government or the federal Medicare program. **The programs and services described are not insurance and are neither contractually offered nor guaranteed under our Medicare Supplement insurance policies. These programs and services may be provided by a third party, discontinued at any time, and are subject to geographic availability. Limitations, terms, and conditions may apply to the programs and services described in this booklet.** Any disputes regarding these services and programs may be subject to the Humana grievance process. If you do not wish to receive information concerning these items and services, please contact Humana.

# USA Senior Care Network Premium Savings Program

We have an arrangement with a nationwide group of hospitals through USA Senior Care Network, Inc. This means you'll receive a \$100 credit toward a future premium payment if you go to a hospital that is part of this network and you have an inpatient stay that requires payment of a Part A deductible.\*

To find the hospitals in your area that are part of USA Senior Care Network, call USA Senior Care at **1-800-872-3860**. You can also find a list by signing into MyHumana at **Humana.com**. Click on Search USA Senior Care providers link on the Get Care page to access the USA Senior Care Network's website.

## How you receive a premium credit:

The credit will be earned if an inpatient Part A deductible applies to your stay with a participating hospital in the USA Senior Care Network. Original Medicare determines when a Part A deductible applies. Usually this depends on whether you are an inpatient at a hospital. Please remember that staying overnight in a hospital doesn't always mean you're an inpatient or that a Part A deductible applies to your stay.

If you are eligible, then after processing your claim, we'll send you a notice letting you know that you earned the \$100 premium credit. This credit, for each qualifying hospital stay, will be automatically applied to your next month's premium and will be reflected on:

- Your bank statement if you pay by automatic bank withdrawal, or
- Your credit card statement if you pay by recurring credit card payment.

If you pay your monthly premium by coupon book, please reduce your payment by \$100 in your next premium payment check and send it with your coupon.

\*Premium credit available only on plans that cover the Part A deductible.

## Humana Well Dine®

After your overnight inpatient stay in a hospital or skilled nursing facility, you are eligible to receive 14 nutritious meals\* delivered to your door at no cost to you. Meals should be stored in the refrigerator for up to 14 days from delivery and heated according to package instructions when ready to eat.

To arrange for this service, simply call **(877) 402-1030** after your discharge\*\* and provide your Humana ID number and other basic information. If you use a TTY, call **711**. You can call Monday through Friday from 8:00 a.m. to 8:00 p.m., Eastern time. A representative will schedule your delivery.

Note: Well Dine is not available in Montana and North Dakota.

\*Limit of 4 meal orders per calendar year. \*\*Meals must be requested within 30 days of discharge from your inpatient stay.

# HumanaFirst®

The HumanaFirst Nurse Advice Line offers 24-hour health information, guidance, and support. Whether the concern is immediate or longer term, policyholders can call for expert advice to find out how Humana can help them lead healthier lives. Call **1-855-235-8530** seven days a week. If you use a TTY, call **711**. This service is not meant to be used in an emergency. If you have an emergency, contact your physician or 911.

## TruHearing's Discount Hearing Program

Good hearing is important to your health. That's why you have access to TruHearing®, a comprehensive hearing care program. Hearing aids can be expensive - an average of \$2,560\* per aid - but the TruHearing program saves you 30-60% off hearing aids. Details of the program include:

- State-of-the-art technology from the top 6 hearing aid manufacturers
- Personalized care with guidance and assistance from a TruHearing Hearing Consultant
- Fitting and follow-up adjustment visits included for one year with hearing aid purchase
- 80 free batteries per aid included with non-rechargeable models
- Purchase with confidence knowing you have a 60-day risk-free trial and 3-year warranty

Example savings (per aid): Prices and products subject to change. For more information, visit **TruHearing.com**.

### TruHearing

Sample Product	Retail Price	TruHearing Price	Savings
TruHearing Advanced	\$2,720	\$1,250	\$1,470
Signia® 3AX	\$2,294	\$1,350	\$944
Widex Moment® Sheer™ 110	\$1,839	\$795	\$1,044
ReSound OMNIA™ 7	\$3,000	\$1,695	\$1,305
Oticon Real™ 3	\$2,558	\$1,450	\$1,108
Starkey Evolv® AI 1000	\$1,641	\$965	\$676
Phonak Audéo Lumity™ L-RL 90	\$3,795	\$2,250	\$1,545

To learn more or set up an appointment with a provider near you, contact a TruHearing Hearing Consultant at **1-855-299-3591 (TTY: 711)**, Monday-Friday, 7 a.m.-7 p.m., Mountain time. Visit **www.truhearing.com** to see more information about TruHearing.

Discounts are not available in Florida or Puerto Rico.

*\*HearingTracker, April 2023*

## HearUSA Hearing Care Discount Program

As a Humana Achieve member, you have access to discounts on prescription and over-the-counter hearing aids and hearing services from HearUSA. Save on the most popular products when you visit a participating provider. Please call HearUSA to schedule an appointment and register for your discounts.

### How it works

- Call HearUSA at **1-877-541-0551** to be referred to an in-network provider.
- Arrive to the appointment for your free hearing screening.

- Humana members receive the following discount program:
  - Prescription hearing aids as low as \$695
  - 60-day money back guarantee
  - Free 3-year manufacturer warranty
  - Free 3-year loss and damage coverage (deductible applies)
  - Free 2-year supply of batteries (96 cells per hearing aid)
  - In-office service at no charge for the life of the hearing aids

#### Contact information

To find out more about HearUSA, visit [www.hearusa.com/members/humana-national](http://www.hearusa.com/members/humana-national), or call toll free **1-877-541-0551**, Monday-Friday, 8 a.m.-8 p.m., Eastern time. If you use a TTY, call **1-888-300-3277**.

#### Hearing Aid Pricing

Digital hearing aids available with entry level models starting at \$695. Featuring over 800 models of name brand hearing aids, all styles and technology levels including nearly invisible, Bluetooth and Smartphone compatible models. If you are eligible for a hearing aid allowance benefit, the dollar amount will be applied to the discounted price which will reduce your out-of-pocket payment.

**Please note: Not available in Florida or Puerto Rico**

## HearUSA Healthy Hearing Discount Program - Exclusive to Humana Florida Members

As a Humana member in Florida, you have access to discounts and services from HearUSA. Save hundreds of dollars on the most popular products when you visit a participating provider. Please call HearUSA to schedule an appointment and receive your discounts.

#### How it works

Call HearUSA toll-free at **1-844-340-4615 (TTY: 1-888-300-3277)** Monday-Friday 8 a.m.-8 p.m., Eastern time, to make an appointment with a local provider. Your appointment must be scheduled through HearUSA to make sure you get your discounts.

- Humana members in Florida receive these discounts:
  - **\$500** discount for each hearing aid
  - Two years of free batteries when you buy hearing aids (up to 96 cells)
  - Two-year warranty on the hearing aids
  - Featuring over 800 models of name brand hearing aids
  - All styles and technology levels including invisible, Bluetooth and Smartphone compatible
  - 60-day money back guarantee
  - Interest-free financing available with approved credit

#### Contact information

To find out more about HearUSA, visit [www.hearusa.com/members/humana-florida](http://www.hearusa.com/members/humana-florida), or call toll-free **1-844-340-4615**, Monday-Friday, 8 a.m.-8 p.m., Eastern time. If you use a TTY, call **1-888-300-3277**.

## Drug Discount Program

As a Humana Achieve Medicare Supplement policyholder, you may get discounts on some prescription medicines you get from the drug store. Use this discount for prescriptions that you may not have coverage to assist you in cost.

To improve your access to prescription drugs, Humana contracted with a third party to help its policyholders receive discounts on certain medications received from a network pharmacy that are not covered by their

plan, either due to a categorical exclusion or because they are not on the applicable formulary.

Both Humana and its third-party claims administrator may receive a fee from a claim processed through this Program. However, the Program is designed using Humana's "lesser of" logic, which prevents you from paying more than the pharmacy's cash price when using the Program (including the fees). In other words, this logic ensures that you never pay more for your drug than the cash price that the pharmacy would have charged a walk-up customer for the same drug on the same day.

The Drug Discount Program is not an insurance benefit, but rather, an extra service. The Program described is neither contractually offered nor guaranteed under Humana Medicare Supplement insurance policies. As such, drugs filled pursuant to the Program do not count towards any deductible, coinsurance, or cost-sharing amounts you may be responsible for.

Transactions currently processed under the Program can have administrative fees of up to \$7.00. In 2021, the average administrative fee was \$4.28. You never pay more (including the administrative fee) for a drug through the Program than the cash price that the pharmacy would have charged a walk-up customer for the same drug on the same day.

### **How it works**

Show your Humana ID card at a participating pharmacy when you buy non-covered prescription medicines. Depending on the medicine purchased, quantity limits may apply.

An example of how the Program works is as follows:

You chose to fill a prescription at the local pharmacy. You do not have coverage for the medication. If the cash price at this pharmacy is **\$20**, you would pay the full **\$20** price. If this pharmacy has a negotiated discount price on this medication under the Program, then you may be able to take advantage of some savings. If, for example, the discounted price is **\$12** and the administrative fee for this drug at this pharmacy under the Program is **\$5**, you would pay **\$17** rather than **\$20**.

### **What are the Average Savings?**

While the savings may vary from pharmacy to pharmacy, on average, our members saved approximately **49%** on prescription drugs eligible for this Program as compared to the cash price for the drug at that pharmacy in 2021. There is no guarantee that members will achieve the same level of savings in subsequent years.

### **Contact Information**

For more information about the Drug Discount Program, you can call Customer Service at the Service number located on the back of your membership card.

To find out if a pharmacy will give you a discount, call Customer Care at **1-800-281-6918** seven days a week, 8 a.m.-8 p.m., Eastern time. If you use a TTY, call **711**. However, please note that our automated phone system may answer your call during weekends and holidays. Please have your Humana ID card when you call.

## **Vision Discount Program**

You have access to the extensive - and trusted - EyeMed network. You can get a discount on services from providers in the EyeMed Select network.

- LensCrafters®
- Pearle Vision<sup>SM</sup>
- Target Optical®
- Other independent providers

### **How the discount works**

To locate an EyeMed Select network provider, visit <https://humana.com/eyemeddiscountplan> and enter your zip code. You can also call EyeMed at **1-866-392-6056 (TTY: 711)**. Once you choose a provider, call and set up your appointment. Make sure to tell them you have the EyeMed discount through Humana and mention the EyeMed Medicare discount plan (ID 9243247). The EyeMed provider will take care of the rest. You won't need



to submit a claim to receive a discount.

**Contact information**

To choose a participating EyeMed Select provider, visit **Humana.com**, or call **1-866-392-6056**, Monday-Saturday, 8 a.m.-2 a.m., and Sunday, 11 a.m.-8 p.m., Eastern time (April 1st-September 30th). Monday-Sunday, 8 a.m.-2 a.m. (October 1st-March 31st), Eastern time. If you use a TTY, call **1-844-230-6498**, Monday-Friday, 8 a.m.-5 p.m., Eastern time.

**Discounts only apply at in network providers**

<b>THIS IS NOT INSURANCE</b>	
<b>Eye Exams</b>	
Exam with Dilation as Necessary	\$5 Off
Contact Lens Fit & Follow-Up -Standard	\$5 Off
<b>Complete Pair Glasses Purchase:</b> <ul style="list-style-type: none"> <li>• The following frame, lenses, and lenses options, discounts, and fees apply only if complete pair purchased in the same transaction.</li> <li>• Items purchased separately will be discounted 20% off of the retail price.</li> </ul>	
<b>Standard Plastic Lenses*</b>	
Single Vision	\$50
Bifocal	\$70
Trifocal	\$105
<b>Frames</b>	
Any frame available at provider location	40% off retail price
<b>Lens Options*</b>	
UV Treatment	\$15
Tint (Solid and Gradient)	\$15
Standard Plastic Scratch Coating	\$15
Standard Polycarbonate	\$40
Standard Anti-Reflective Coating	\$45
Standard Progressive (add-on to Bifocal)	\$65
Add-Ons and Services	20% off retail price
<b>Contact Lenses</b> <i>(Discount applied to materials only)</i>	
Disposable	0% discount off retail
Conventional	15% discount off retail
<b>Laser Vision Correction</b>	
Lasik or PRK**	15% off retail price or 5% off promotional price
<b>Frequency</b>	
All services	Unlimited

\*Items purchased separately will be discounted 20% off of the retail price.

\*\*Members also receive 15% off retail price or 5% off promotional price for LASIK or PRK from the US Laser

Network, owned and operated by LCA vision. Since LASIK or PRK vision correction is an elective procedure, performed by specially trained providers, this discount may not always be available from a provider in your area. For a location near you and the discount authorization, please call 1-877-5LASER6.

Please note: the information above provides discounts for vision services. View your benefit summary for information on your vision benefits. To find out more on how these discounts are applied to your purchase and any limitations and exclusions, call Eyemed at **1-866-392-6056 (TTY: 711)**.

### **Eyemed Disclaimer:**

Member receives a 20% discount on items not covered by the plan at In-Network locations. Discount does not apply to Provider's professional services or contact lenses.

Plan discounts cannot be combined with any other discounts or promotional offers.

In certain states members may be required to pay the full retail rate and not the negotiated discount rate with certain participating providers. Please see the online provider locator to determine which participating providers have agreed to the discounted rate.

Discounts on vision materials may not be applicable to certain manufacturers' products.

The Plan reserves the right to make changes to the products on each tier and to the member out-of-pocket costs. Fixed tier pricing is reflective of brands at the listed product level. All providers are not required to carry all brands at all levels.

Services and amounts listed above are subject to change at any time.

Discounts are not insured benefits.

## **Lifeline services**

### **Lifeline medical alert service**

With a press of your help button, you are quickly connected to a Lifeline Response Center, 24/7/365.

- You choose who responds to your call for help: a neighbor, friend, loved one, or emergency services.
- A Trained Care Specialist will access your personal care plan, assess your situation and dispatch the help you need.
- Lifeline will follow up to make sure that help has arrived.
- We recommend that you wear your pendant at all times. It is water resistant and safe to wear in the shower or in the rain, this device will withstand most wet environments.
- Fall detection automatically detects falls and connects to our Response Center, even if you don't press your help button.<sup>1</sup>
- Our HomeSafe medical alert system delivers fast and easy access to the help you need. It delivers peace of mind and a feeling of security in and around the home.
- Our On the Go Mobile solution helps deliver confidence by providing around the clock access to help at the press of a button. Whether you are at home, in your garden, shopping, or visiting a friend, you will have peace of mind knowing you are protected and connected.
- Our On the Go+ Mobility solution offers even greater functionality, including the ability to track mobility, activity, and step trending data while also providing wearing compliance information.

Visit **[www.offer.lifelinesys.com/Humana](http://www.offer.lifelinesys.com/Humana)** or call **1-800-533-8954 x 54076 (TTY: 711)**, Monday-Friday, 8 a.m.-8 p.m., and Saturday 9 a.m.-6 p.m. When ordering, mention program code **MA858** to receive your discounts.

<sup>1</sup>If able, users should always push their button when they need help.

Button signal range may vary due to environmental factors. Monthly fees and applicable taxes apply. Other fees may apply. Minimum stay on service may be required.

## MyHumana

Go to **Humana.com** and register for MyHumana, your secure website for details about your plan benefits and claims. Access a variety of health tips and resources.

## MyHumana Mobile

Access your plan details\* via your mobile phone! Using your phone's Internet browser, visit **my.humana.com** and log in to see your plan details. Better yet, if you have an iPhone or Android capable phone, download our MyHumana mobile app to easily access your plan details while on the go! Data rates may apply; check with your participating carrier for more details.

\*Please note: certain plan details are not available via **my.humana.com** or MyHumana mobile app.

## Shared Decision Making

Humana provides members with resources to decide on, prepare for, and recover from surgery via **Humana.com/MyDecision**. Tools help members work with their doctors to understand treatment options and make decisions about surgery that weigh benefits and risks, including their personal values and preferences. Surgery preparation resources cover topics such as what to expect before, during and after surgery and how to avoid complications to have a successful recovery.

Cut out this card and keep it in your wallet for handy reference.

<p><b>HumanaVision</b> <b>Medicare Discount Card</b></p> <p>Member Name: _____ Plan ID: 9243247</p> <p><b>Humana</b></p>	<p>For more information, call EyeMed: <b>1-866-392-6056</b></p> <p>This discount program is <b>not</b> part of your Medicare supplement insurance plan. Discounts are only available at participating providers.</p> <p><b>EyeMed</b> VISION CARE</p>
--	---

