

FAQ

Answers to Frequently Asked Questions about Virtual Care (Telehealth) Services for Humana Healthy Horizons™ in Florida Members

Q. Is Humana making it easier to get virtual care?

A. Yes. Humana encourages all members to use telehealth services (audio and/or video communication):

- If you are in social isolation
- To avoid exposure to COVID-19
- When you need to see a doctor (such as after hours or when your doctor is not available)

Q. What are virtual care (telehealth) services?

A. Virtual care (telehealth) services:

- Are services doctors provide patients over the telephone or via a video chat
- Are an alternate to seeking care elsewhere, especially if you need care after hours or your doctor is not available
- Prevents you from potentially exposing someone or being exposed to disease, such as COVID-19
- Makes possible the same type of service you would get in person, without you leaving your home

Q. Why is Humana doing this?

A. We want to:

- Make sure that our members easily can access the health care they need when they need it
- Make seeing a doctor as easy as possible, such as after yours or if your doctor is not available

Q. When is a virtual doctor visit appropriate?

A. A virtual doctor visit may be appropriate for:

- Preventive health visits (e.g., a yearly well visit)
- When you're sick
- For urgent care

Q. How do I get access to virtual care (telehealth) services?

A. Ask your doctor if he or she offers virtual care (telehealth) services. If your doctor offers these services, set up an appointment.

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Q. How do I get more information about telehealth services?

A. To learn more, call our Customer Care team at **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. You also can go to **Humana.com/Telehealth** for more information.

Q. What if I need urgent care and don't want to leave my home?

A. Can't see your regular doctor immediately? You can connect with board-certified doctors 24 hours a day, seven days a week, via virtual visits with MDLIVE®. Go to **MDLIVE.com/HumanaMedicaid***, create an account, and connect with a doctor.

Q. What type of urgent care can I get with a video doctor visit with MDLIVE?

A. video visit with MDLIVE may be right for you if you have:

- Allergies
- Bug bites
- Bumps, cuts, and scrapes
- Cold sores
- Cough, sore throat, congestion
- Ear pain
- Flu Gout
- Minor headaches, sprains, strains
- Nausea, vomiting, diarrhea
- Pink eye
- Sinus infection
- Strep throat
- Urinary burning

Q: Can I be screened for COVID-19 via telehealth services?

A. While a virtual doctor cannot diagnose you as having COVID-19 via telehealth services, care teams can:

- Screen patients
- Assign risk
- Answer questions
- Recommend next steps, such as healing at home in low-risk cases or going to a hospital if you seem to be at high risk for having COVID-19

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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)**.