

## 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.

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

**A.** To learn more, call our Customer Care team at **1-800-477-6931 (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

**ENGLISH:** This information is available for free in other languages and formats. Please contact our Customer Service number at 1-800-477-6931. 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 1-800-477-6931. 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 fòm. Tanpri kontakte nimewo Sèvis Kliyan nou an nan 1-800-477-6931. Si ou itilize TTY, rele 711, Lendi - Vandredi, 8 a.m. a 8 p.m. **FRENCH:** Ces informations sont disponibles gratuitement dans d'autre langues et formats. N'hésitez pas à contacter notre service client au 1-800-477-6931. 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 1-800-477-6931. 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 1-800-477-6931. Если Вы пользователь ТТУ, звоните по номеру 711 с понедельника по пятницу, с 8.00 до 20.00.

#### **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, or sex.

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 Customer Service at **1-800-477-6931 [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 **1-800-477-6931** 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

**English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-477-6931 (TTY : 711) .

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-477-6931 (TTY : 711).

**Kreyòl Ayisyen (French Creole):** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-477-6931 (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 1-800-477-6931 (TTY : 711).

**Português (Portuguese):** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-477-6931 (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 1-800-477-6931 (TTY : 711)。

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-477-6931(ATS : 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 1-800-477-6931(TTY : 711).

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-477-6931(телетайп: 711).

**العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-477-6931 (رقم هاتف الصم والبك: 711).

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-477-6931(TTY: 711).

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-477-6931(TTY: 711).

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-477-6931(TTY: 711) 번으로 전화해 주십시오.

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-477-6931(TTY: 711).

**ગુજરાતી (Gujarati):** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-477-6931 (TTY: 711).

**ภาษาไทย (Thai):** เรียงน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-477-6931 (TTY: 711).

**Diné Bizaad (Navajo):** Díí baa akó nínízin: Díí saad bee yánílti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-800-477-6931(TTY: 711).