



Everyone
deserves to stay
connected.

Our goal is to ensure all households in America have access to connectivity. We are glad to provide you the federal **LifeLine and Affordable Connectivity Program (ACP)**. Eligible households can apply today and stay connected to their work remotely, find a job, access their education and critical healthcare services. **Sign up today!**

UNLIMITED

Talk, Text and High-Speed Data[‡]
plus Calls to Canada & Mexico^{*}

and **10GB** of Hotspot Data^{**} + **FREE** Smartphone (RESTRICTIONS APPLY)

Refer to the latest Terms and Conditions of Service at SafeLink.com.

At 2G speeds, the functionality of some data applications, such as audio or video streaming, may be affected.

Apply today at www.safelink.com/en/ACP11 or call **1-800-SafeLink!**

Supported by the Affordable Connectivity Program (ACP), a federal program providing service to eligible customers. You may qualify if enrolled in Medicaid.

*Video typically streams at DVD quality. Terms and Conditions at SafeLink.com. **Your Hotspot or BYOP service can only be activated where Service is available, offered, and supported by SafeLink. Services are provided at SafeLink's discretion. Compatible device required. Unused balance will not carry over from month to month. A month equals 30 days. SafeLink is a registered trademark of TracFone Wireless, Inc., a Verizon company. © 2022 TRACFONE. All other trademarks, service marks, and trade names referenced in this site are the property of their respective owners. TracFone Wireless, Inc. offers plans under its brands that can be supported by Lifeline, the Affordable Connectivity Program (ACP), or both. Lifeline is a government benefit program. Only eligible consumers may enroll in Lifeline. ACP is a government benefit program operated by the Federal Communications Commission. Households may be eligible for ACP if they are qualified for Lifeline, free or reduced-price school lunches or breakfasts, Special Supplemental Nutrition Program for Women, Infants and Children (WIC), a Pell Grant, or have income less than or equal to 200% of the Federal Poverty Guidelines. Lifeline and ACP supported services are non-transferable and limited to one per household. When you enroll in ACP or Lifeline with us, you consent to our sharing your information with the Universal Service Administrative Company to ensure the proper administration of these programs. You authorize us to communicate any information provided to us to the Universal Service Administrative Company for the purpose of providing the Lifeline and/or ACP benefit to you. If you currently receive ACP or Lifeline from another provider and you enroll in those programs with us, your other ACP and/or Lifeline benefit with the other provider will be terminated. You are not required to enroll in ACP to enroll in Lifeline or to enroll in Lifeline to enroll in ACP. You may choose to enroll with us in ACP, Lifeline, or both or you may choose another provider for either or both government discounts. Your service will be subject to the Terms and Conditions for the brand and plan that you select. All services are provided by TracFone Wireless Inc., a Verizon company. The service upload/download speeds and data caps vary based on the available Lifeline and/or ACP qualifying plan that you select and the capabilities of your device; please visit SafeLink.com for information of available plans, their terms and conditions, and a list of available connected devices which you may purchase. ACP Customer service may be reached at 1-833-333-9227. Upon the conclusion of the ACP benefit, if you choose to continue to use our service, it will be subject to the regular rates, terms, and conditions for the plan you select.



Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-444-9137 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 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, genderidentity, 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 **800-444-9137** 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.

800-444-9137 (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 Kentucky is a Medicaid Product of Humana Health Plan Inc.

Language assistance services, free of charge, are available to you.

800-444-9137 (TTY: 711)

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية

Srpsko-hrvatski (Serbo-Croatian): Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Deitsch (Pennsylvania Dutch): Ruf die Nummer owwe fer koschdefrei Hilf in dei eegni Schprooch.

नेपाली (Nepali): निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गिनका लानग मानिको िम्बरमा फोि गिनहोस् ।

Oroomiffa (Oromo): Tajaajila gargaarsa afaan argachuudhaf bilbila armaan oli irratti bilbilaa.

Р у с с к и й (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Ikirundi (Bantu – Kirundi): Hamagara izo numero ziri hejuru uronswe ubufasha kwagusa bw'uwugusobanurira mu rurimi wumva.