

You may qualify for a free cellphone and service through the Federal Lifeline Program

Safelink Wireless®, a program provided by TracFone Wireless, Inc., makes available a free cellphone and service to eligible Medicaid recipients like Humana Healthy Horizons® members and enrollees.

Enroll in the program and get, per lifetime:

- 1 phone
- 1 charger
- 1 set of instructions
- 350 minutes per month*
- 4.5 GB of data per month
- Unlimited text messages per month
- Training for you and your caregiver at the first case manager orientation visit, if you are enrolled in care management
- Unlimited calls to Humana Healthy Horizons for health plan assistance and 911 for emergencies, even if you run out of minutes

You also may qualify for enhanced benefits through the Affordable Connectivity Program, including:

- Unlimited minutes
- 5 GB hotspot
- 25 GB of data

These enhanced benefits **are on top** of the baseline benefits available through the Federal Lifeline Program. You must opt-in to the Affordable Connectivity Program. To opt-in, call Safelink at **877-631-2550**.

You may qualify to enroll in the “Keep your own smartphone” program.

For this program:

- You must have a compatible GSM phone (which includes T-Mobile and AT&T** compatible phones), **and**
- Your phone must be unlocked



How to enroll

Apply online at **SafeLink.com**

Call SafeLink at **877-631-2550**, and, when prompted, enter **HUMANA** as your promo code

Humana
Healthy Horizons®
in South Carolina

Healthy Connections 

SafeLink
WIRELESS®

*Unused balance will not carry over from month to month. A month equals 30 days.

**Several other carriers use GSM networks, so ask your carrier if yours is a GSM network.

You must make at least 1 phone call or send 1 text message every month in order to keep your benefit. Phone and service is available to one person per household. Medicaid recipients under age 18 will need a parent or guardian to sign up. Unused minutes and data do not carry over from month to month. One month equals 30 days. Benefits are subject to change by the FCC under the Lifeline Program.

SafeLink is a Lifeline supported service. Lifeline is a federal benefit that makes monthly telephone and broadband service more affordable for eligible households. Your household may receive the Lifeline benefit for telephone service OR broadband service, but not both. For Lifeline telephone service, your household may receive the Lifeline benefit for one mobile OR one fixed home telephone service, but not both. For Lifeline broadband service, your household may receive the Lifeline benefit for one mobile broadband OR one fixed broadband service, but not both. Your household may not receive the Lifeline benefit from more than one service provider. For the purpose of Lifeline, a household is an individual or any group of individuals who live together at the same address and share income or expenses. Lifeline is a non-transferable benefit. You may not transfer your Lifeline benefit to another person, even if he or she is eligible. You will lose your Lifeline benefit and may be prosecuted by the United States government if you violate the one-per-household rule or otherwise make false statements to receive the Lifeline benefit. SafeLink* is provided by TracFone Wireless Inc. 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.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-432-0001 (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 **866-432-0001** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the
South Carolina Department of Health and Human Services, Civil Rights Division
1801 Main Street, P.O. Box 8206, Columbia, South Carolina 29202,
888-808-4238, TTY: 888-842-3620, civilrights@scdhhs.gov. Complaint form is available at <https://msp.scdhhs.gov/crd/sites/default/files/Health%20Information%20Privacy%20Complaint%20Form.pdf>.
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. **866-432-0001 (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 South Carolina is a Medicaid Product of Humana Benefit Plan of South Carolina, Inc.

Language assistance services, free of charge, are available to you.
866-432-0001 (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。

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

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

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

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

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

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

ગુજરાતી (Gujarati): મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કોલ કરો.

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

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

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。

Українська (Ukrainian): Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

हिंदी (Hindi): भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

ខ្មែរ (Cambodian): ហៅមកលេខទូរស័ព្ទខាងលើ ដើម្បីទទួលបានសេវាកម្មបកប្រែភាសាដោយមិនអស់ប្រាក់ ។