

2022 Humana Healthy Horizons™ in South Carolina Health and Wellness Catalog and Order Form



With the Humana Healthy Horizons in South Carolina (Medicare-Medicaid) plan, you can order up to \$10 of health and wellness items each month from Humana Pharmacy. You can have over-the-counter (OTC) items like cough medicine, sunscreen, and bandages mailed right to you.



Call Humana Pharmacy at **1-855-211-8370** (TTY: **711**) if you have questions about how to order your OTC products. Customer Care Representatives are available Monday – Friday, 8 a.m. – 11 p.m. and Saturday, 8 a.m. – 6:30 p.m., Eastern time. Call the number on the back of your ID card if you have questions about your benefit.

How to order:



Keep this catalog. You will need this to look up the OTC items you want to order each month. Place your order by the last week of your allowance period. Only order up to \$10 in OTC items. Your order may be late if it is more than \$10.

You can order:



- By mail: Fill out the Health and Wellness Order Form and mail only the order form pages to:

Humana Pharmacy
P.O. Box 1197
Cincinnati, OH 45201-1197



- By fax: Fill out the Health and Wellness Order Form and fax only the order form pages to:
1-800-379-7617

Humana
Healthy Horizons™
in South Carolina

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES
Healthy Connections
MEDICAID 

2022 Humana Healthy Horizons in South Carolina Health and Wellness Order Form



996



MEMBER INFORMATION

Member ID (found on Humana ID card)

Date of Birth

Gender

 Male
 Female

First Name

Last Name

MI

Street Number

Street Name

Apt/Suite #

City

State

Zip Code

Daytime Phone

Evening Phone

Please check box if this is a new address:

Call Humana Pharmacy at **1-855-211-8370** (TTY: **711**), or the number on the back of your ID card, if you have questions about your OTC benefit. Customer Care Representatives are available Monday - Friday, 8 a.m. to 11 p.m. and Saturday, 8 a.m. to 6:30 p.m., Eastern time.

Orders will be mailed to you by UPS or the US Postal Service at no charge. Please allow 10 to 14 working days for your order to arrive. **Orders may be split into multiple shipments.** You'll receive a generic that is similar to the name-brand item. If a product is unavailable or not in stock, it may be substituted for a similar product at no additional charge. The brand name product may also be sent. Generics allow you to get your OTC items at the best price. Please talk to your doctor before using any over-the-counter item. Humana Pharmacy reserves the right to limit the quantities of OTC medications and supplies dispensed. Please check with your healthcare provider before taking OTC medicines. Some items may vary depending on manufacturer (for example: caplets, tablets, capsules or soft gels may be substituted for one another). Returns or refunds are not accepted for items that were properly dispensed.

OTC items can only be mailed to the plan enrollee. You are not allowed to buy OTC items for family members and friends.

The following items are not covered under this OTC benefit (non-eligible items): Alternative medicines (including botanicals, herbals, probiotics and nutraceuticals including garlic, Echinacea, saw palmetto, ginkgo biloba, etc), Baby items, Contraceptives, Convenience (non-medical items), Cosmetics, Food Supplements, Replacement items, Attachments, and Peripherals (including hearing aid batteries, contact lens containers, etc when not factory packaged with original item).

Member ID

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Date of Birth

□□/□□/□□□□



996A



First name

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Last name

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PRODUCT SELECTION

*Write in the quantity of the product you would like to receive, not the package size listed in catalog.

Product Code	Product Name	Quantity*	Price
<i>Example:</i> 0 1 6	Aspirin Low Dose 81mg EC	1	\$6
1 OTC □□□	_____	□	_____
2 OTC □□□	_____	□	_____
3 OTC □□□	_____	□	_____
4 OTC □□□	_____	□	_____
5 OTC □□□	_____	□	_____
6 OTC □□□	_____	□	_____
7 OTC □□□	_____	□	_____
8 OTC □□□	_____	□	_____
9 OTC □□□	_____	□	_____
10 OTC □□□	_____	□	_____
11 OTC □□□	_____	□	_____
12 OTC □□□	_____	□	_____
13 OTC □□□	_____	□	_____
14 OTC □□□	_____	□	_____
15 OTC □□□	_____	□	_____

To order by mail, send the completed Humana Health and Wellness Product Order Form page along with payment (if applicable) to:
Humana Pharmacy
P.O. Box 1197
Cincinnati, OH 45201-1197

Your total order amount \$ _____
Humana allowance \$ **10**

Over-the-Counter (OTC) Health and Wellness Product Catalog

Note: You will receive the generic equivalent of all items

Antacid, Anti-Diarrheal and Laxatives

Product code	Product name	Compare to	Package count	Price
032	Antacid/Anti-Gas Liquid	Mylanta®	12 oz.	\$8.00
318	Anti-Diarrheal Caplets- Loperamide 2 mg ⁺	Imodium® A-D	24	\$7.00
031	Anti-Hemorrhoidal Ointment	Preparation H®	2 oz.	\$7.00
093	Bisacodyl 5 mg ⁺	Dulcolax®	25	\$7.00
203	Calcium Carbonate Antacid- Regular Strength ⁺	Tums® Regular Strength	150	\$7.00
349	Children's Gas Relief Drops	Infant's Mylicon®	1 oz.	\$8.00
116	Dairy Digestive Supplement- Lactase Enzyme	Lactaid® Tablets	60	\$10.00
215	Effervescent Antacid & Pain Relief	Alka-Seltzer®	36	\$8.00
320	Extra Strength Gas Relief Soft-Gels	Gas-X® Extra Strength	48	\$8.00
261	Famotidine 20 mg ⁺	Pepcid® 20 mg	25	\$8.00
208	Fiber Laxative Tablets ⁺	FiberCon®	90	\$9.00
503	Glycerin Suppositories ⁺	Fleet®	25	\$7.00
216	Hemorrhoidal Suppositories	Preparation H® Suppositories	12	\$7.00
504	Laxative (Bisacodyl) 10 mg Suppositories ⁺	Laxative (Bisacodyl) 10 mg Suppositories	12	\$7.00
505	Meclizine 25 mg ⁺	Bonine®	100	\$8.00
358	Medicated Hemorrhoidal Pads	Tucks® Pads	100	\$8.00
033	Milk of Magnesia- Laxative/Antacid ⁺	Phillips® Milk of Magnesia	12 oz.	\$7.00
120	Motion Sickness Tablets- Dimenhydrinate 50 mg	Dramamine®	12	\$6.00
351	Nausea Relief Liquid ⁺	Emetrol®	4 oz.	\$7.00
112	Omeprazole 20 mg ⁺	Prilosec OTC®	14	\$10.00
115	Pink Bismuth- Chewable Tablets ⁺	Pepto-Bismol® Chewable Tablets	30	\$7.00
264	Polyethylene Glycol 3350 ⁺	MiraLAX®	8.3 oz.	\$10.00
359	Psyllium Fiber Supplement Orange Smooth Texture Powder	Metamucil®	13 oz.	\$10.00
360	Psyllium Fiber Supplement Orange Smooth Texture Powder- Sugar Free	Metamucil® Sugar Free	10 oz.	\$9.00
233	Senna Laxative Tablets ⁺	Senokot®	100	\$10.00
101	Stool Softener Capsules ⁺	Colace®	100	\$7.00

Bath Safety

Product code	Product name	Compare to	Package count	Price
373	Tub and Stair Safety Treads	Tub and Stair Safety Treads	8	\$8.00

Cough, Cold and Allergy

Product code	Product name	Compare to	Package count	Price
352	Children's Cold & Cough DM Elixir Liquid	Children's Dimetapp®	4 oz.	\$7.00
260	Cough and Cold High Blood Pressure Tablets*	Coricidin® HBP Cough and Cold	16	\$7.00
422	Cough Drops, Black Cherry, Sugar Free	Halls® Cough Drops Sugar Free	25	\$3.00
423	Cough Drops, Honey Lemon	Halls® Cough Drops	30	\$3.00
321	Cough Formula Expectorant ⁺	Robitussin®	8 oz.	\$7.00
210	Cough Suppressant/Expectorant (sugar free)**	Robitussin® Sugar Free DM	4 oz.	\$7.00
096	Cough Suppressant/Nasal Decongestant/Expectorant*	Robitussin® CF	4 oz.	\$7.00
237	Daytime Cold and Flu Soft Gels*	DayQuil™	16	\$7.00
111	Expectorant- Guaifenesin 400 mg	Mucus Relief 400 mg	30	\$9.00
361	Levocetirizine ⁺	Xyzal®	35	\$10.00
110	Loratadine 10 mg ⁺	Claritin®	30	\$10.00
290	Loratadine Liquid 5 mg/5 ml ⁺	Children's Claritin®	4 oz.	\$9.00
043	Medicated Chest Rub	Vicks VapoRub®	100 gm	\$7.00
117	Menthol/Benzocaine Sore Throat Lozenges	Cepacol® Lozenges	18	\$7.00
228	Nasal Decongestant PE Max Strength	Sudafed® PE Tablets	36	\$6.00
095	Nasal Decongestant Spray	Afrin®	1 oz.	\$6.00
220	Phenol/Oral Anesthetic Sore Throat Spray	Chloraseptic®	6 oz.	\$7.00
325	Saline Nasal Spray ⁺	Ocean® Saline Nasal Spray	3 oz.	\$7.00
097	Sinus-Acetaminophen/Phenylephrine HCL	Tylenol® Sinus	24	\$7.00

Diabetes Management

Product code	Product name	Compare to	Package count	Price
376	Diabetes Circulatory Crew Socks 8-15mmHg Black- S	Diabetes Circulatory Crew Socks 8-15mmHg Black- S	1 pair	\$10.00
375	Diabetes Circulatory Crew Socks 8-15mmHg Black- M	Diabetes Circulatory Crew Socks 8-15mmHg Black- M	1 pair	\$10.00
374	Diabetes Circulatory Crew Socks 8-15mmHg Black- L	Diabetes Circulatory Crew Socks 8-15mmHg Black- L	1 pair	\$10.00
377	Diabetes Circulatory Crew Socks 8-15mmHg Black- XL	Diabetes Circulatory Crew Socks 8-15mmHg Black- XL	1 pair	\$10.00
381	Diabetes Circulatory Crew Socks 8-15mmHg White- S	Diabetes Circulatory Crew Socks 8-15mmHg White- S	1 pair	\$10.00
380	Diabetes Circulatory Crew Socks 8-15mmHg White- M	Diabetes Circulatory Crew Socks 8-15mmHg White- M	1 pair	\$10.00
379	Diabetes Circulatory Crew Socks 8-15mmHg White- L	Diabetes Circulatory Crew Socks 8-15mmHg White- L	1 pair	\$10.00

382	Diabetes Circulatory Crew Socks 8-15mmHg White- XL	Diabetes Circulatory Crew Socks 8-15mmHg White- XL	1 pair	\$10.00
274	Sharps Container	BD™ Home Sharps Container	1	\$6.00

First Aid

Product code	Product name	Compare to	Package count	Price
035	Alcohol Prep Pads ⁺	Curad® Alcohol Swabs	100	\$4.00
506	Antiseptic Spray	Antiseptic Spray	2 oz.	\$4.00
507	Burn Relief Spray	Burn Relief Spray	2 oz.	\$4.00
508	Butterfly Closures	Butterfly Closures	12	\$4.00
509	Cloth Tape 1" X 10 yards	Cloth Tape 1" X 10 yards	1	\$5.00
510	Curad® Adhesive Bandages- Fingertip	Curad® Adhesive Bandages- Fingertip	100	\$8.00
511	Curad® Adhesive Bandages- Knuckles	Curad® Adhesive Bandages- Knuckles	100	\$8.00
513	Curad® Germ Shield Gel	Curad® Germ Shield Gel	.5 oz.	\$6.00
519	Curad® Non-Stick Pad 3X4	Curad® Non-Stick Pad 3X5	10	\$5.00
514	Curad® Quick Stop Blood Controlling Bandages	Curad® Quick Stop Blood Controlling Bandages	30	\$6.00
515	Curad® silicone bandages	Curad® silicone bandages .75 X 4	20	\$4.00
516	Curad® Soothe & Cool Burn Bandages, Instant Cooling, Assorted Sizes	Curad® Soothe & Cool Burn Bandages, Instant Cooling, Assorted Sizes	8	\$9.00
517	Curad® Spray Bandage ⁺⁺	Curad® Spray Bandage	1.35 oz	\$10.00
518	Curad® Wound Care Kit (gauze pads, non-stick pad, paper tape)	Curad® Wound Care Kit (gauze pads, non-stick pad, paper tape)	25 pcs	\$9.00
226	Elastic Bandage 4"	Ace® Bandage	1	\$5.00
425	Elastic Bandage 6"	Ace® Bandage	1	\$9.00
520	Gauze Sponges 4" x 4"	Gauze Sponges 4" x 4"	50	\$8.00
427	Hand Sanitizer ⁺⁺	Purell®	8 oz.	\$4.00
428	Hot Water Bottle	Hot Water Bottle	1	\$10.00
429	Hydrogen Peroxide	Hydrogen Peroxide	16 oz.	\$2.00
430	Ice Bag	Ice Bag	1	\$6.00
431	Paper Tape 2" x 10 Yards	Curad® Paper Tape	1	\$9.00
432	Petroleum Jelly	Vaseline®	4 oz.	\$4.00
324	Plastic Bandages	Band-Aids®	200	\$9.00
433	Rubbing Alcohol ⁺⁺	Rubbing Alcohol	16 oz.	\$3.00
231	Triple Antibiotic Ointment Plus ⁺	Neosporin® + Pain Relief	1 oz.	\$7.00
384	Waterproof Adhesive Bandages	Waterproof Adhesive Bandages	100	\$9.00

Home Medical

Product code	Product name	Compare to	Package count	Price
257	7-Day Pill Box	7-Day Pill Box	1	\$9.00
524	Bed Pan	Bed Pan	1	\$10.00
485	Disposable Face Mask	Disposable Face Mask	10	\$10.00
532	Non-skid slipper socks	Non-skid Slipper Socks	1 pair	\$3.00
048	Oral Thermometer	B-D® Oral Thermometer	1	\$7.00
456	Pill Bottle Opener with Magnifying Glass	Pill Bottle Opener with Magnifying Glass	1	\$7.00
457	Pill Splitter & Crusher	Pill Splitter & Crusher	1	\$9.00
419	Plug-In LED Nightlights	Plug-In LED Nightlights	2	\$8.00
534	Resistance Band, medium resistance	Theraband®	1	\$9.00

Incontinence

Product code	Product name	Compare to	Package count	Price
595	Bladder Control Pad for Women- Light	FitRight®	20	\$8.00
596	Bladder Control Pad for Women- Moderate	FitRight®	16	\$8.00
597	Bladder Control Pad for Women- Maximum	FitRight®	10	\$8.00
598	Bladder Control Pad for Women- Ultimate	FitRight®	10	\$8.00
307	Diaper Rash Ointment	Desitin® Ointment	2 oz.	\$8.00
369	Flushable Cleansing Cloths	Cottonelle®	40	\$5.00
599	Panty Liner- Long	Panty Liner- Long	40	\$8.00
542	Washable Underpads	Washable Underpads	1	\$10.00

Pain Relievers

Product code	Product name	Compare to	Package count	Price
294	Acetaminophen 325 mg ⁺	Tylenol® Regular Strength	100	\$7.00
002	Acetaminophen 500 mg ⁺	Tylenol® Extra Strength	100	\$7.00
020	Acetaminophen 80 mg chewable ⁺	Tylenol® Children's Chewable	30	\$7.00
605	Acetaminophen Arthritis 650 mg	Acetaminophen Arthritis 650 mg	24	\$8.00
016	Aspirin Low Dose 81 mg EC ⁺	Bayer® Adult Low Strength EC	120	\$6.00
353	Children's Acetaminophen Liquid ⁺	Children's Tylenol®	4 oz.	\$7.00
213	Cold and Hot Patches	Icy Hot® Patch	5	\$8.00
229	Enteric Coated Aspirin 325 mg ⁺	Ecotrin®	100	\$7.00
125	Headache Formula- Aspirin/Acetaminophen/Caffeine ⁺	Excedrin®	100	\$9.00
019	Ibuprofen 200 mg Tablets ⁺	Advil®	50	\$7.00
094	Ibuprofen Suspension (Children's) ⁺	Children's Motrin®	4 oz.	\$8.00
354	Infant's Acetaminophen ⁺	Infant's Tylenol®	2 oz.	\$9.00
365	Lidocaine Patches	Salonpas® Lidocaine Gel Patches	6	\$10.00

046	Muscle Rub	BenGay®	4 oz.	\$8.00
283	Naproxen Sodium 220 mg ⁺	Aleve®	100	\$9.00
119	Topical Analgesic- Capsaicin Cream 0.025% ⁺	Zostrix® Cream	2 oz.	\$9.00

Personal Care

Product code	Product name	Compare to	Package count	Price
545	Aim® Toothpaste	Aim® Toothpaste	5.5 oz.	\$6.00
465	Bunion Guard	Bunion Guard	1	\$9.00
550	Colgate® Toothpaste	Colgate® Toothpaste	4.6 oz.	\$6.00
551	Contact lens solution	Opti-Free® Replenish®	12 oz.	\$10.00
036	Cotton Swabs	Q-Tips® Cotton Swabs	300	\$6.00
552	Crest® Toothpaste	Crest® Toothpaste	5.4 oz.	\$7.00
224	Dental Floss, Waxed	Dental Floss, Waxed	100 yards	\$5.00
391	Dental Flossers	Dental Flossers	90	\$6.00
225	Denture Adhesive	Fixodent®	1.5 oz.	\$6.00
392	Denture Brush	GUM® Denture Brush	1	\$6.00
345	Disposable Gloves- Non-Latex	Curad®	100	\$10.00
393	Dry Mouth Oral Rinse	Biotene® Dry Mouth Oral Rinse	16 fl oz.	\$9.00
118	Earwax Removal Drops	Debrox® Earwax Removal Drops	0.5 fl oz.	\$7.00
319	Effervescent Denture Tabs	Efferdent®	90	\$9.00
219	Eye Drops- Redness Reliever	Visine® Original	0.5 oz.	\$6.00
553	Fixodent® Denture Adhesive	Fixodent® Denture Adhesive	2.4 oz.	\$9.00
388	Insect Bite Relief	After Bite®	0.5 oz.	\$9.00
554	Interdental Brush Picks	Gum®	275	\$6.00
555	Interdental Gum Brushes	Gum®	10	\$7.00
114	Lubricant Eye Drops (Sterile) ⁺	Lubricant Eye Drops (Sterile)	0.5 oz.	\$7.00
404	Medicated Foot Powder	Gold Bond® Medicated Foot Powder	4 oz.	\$6.00
414	Medicated Lip Treatment Squeeze Tube- 2 Pack	Carmex®	2	\$6.00
473	Moleskin	Moleskin	3 strips	\$6.00
295	Oral Pain Relief- Benzocaine 20%	Orajel™ Maximum	0.5 oz.	\$7.00
558	Pepsodent Toothpaste	Pepsodent Toothpaste	5.5	\$5.00
310	Reusable Cold Compress	ACE™ Cold Compress	1	\$7.00
559	Swimmer's Ear Solution	Debrox® Swimmer's Ear Drying Drops	1 oz.	\$9.00
284	Toothbrush	Toothbrush	3	\$7.00
285	Toothpaste	Toothpaste	2	\$8.00
296	Wart Remover Liquid 17%	Compound W® Max Strength	0.31 oz.	\$9.00

Skin Care

Product code	Product name	Compare to	Package count	Price
217	Allergy Cream- Itch and Pain Relief	Benadryl® Extra Strength Cream	1 oz.	\$6.00
560	Aloe Vera with Lidocaine	Aloe Vera with Lidocaine	20 oz.	\$10.00
037	Calamine Lotion	Calamine	6 oz.	\$7.00
038	Clotrimazole Cream 1% ⁺	Lotrimin AF®	0.5 oz.	\$7.00
322	Hydrocortisone Cream 1% ⁺	Cortaid®	2 oz.	\$7.00
241	Medicated Callus Remover	Dr. Scholl's®	6	\$7.00
562	Skin Protectant Paste	Skin Protectant Paste	4 oz.	\$9.00
563	Skin Repair Cream	Remedy® Intensive Skin Therapy Skin Repair Cream	4 oz.	\$6.00
411	Soothing Oatmeal Bath Treatment	Aveeno® Soothing Bath Treatment	8	\$10.00
306	Sunblock SPF 30	Coppertone® SPF 30	8 oz.	\$9.00
564	Sunscreen spf 50	Sunscreen spf 50	8 oz.	\$9.00
218	Tolnaftate 1% Antifungal	Tinactin® Cream	1oz.	\$8.00
308	Vitamin A&D Ointment ⁺	A&D® Original Ointment	4 oz.	\$8.00

Supports

Product code	Product name	Compare to	Package count	Price
339	Elbow Support	Futuro® Elbow Support	1	\$10.00

Vitamins, Minerals and Supplements

Product code	Product name	Compare to	Package count	Price
297	Antioxidant Tablets	Antioxidant Tablets	60	\$8.00
109	Calcium Citrate + Vitamin D	Citracal® Caplets + D	60	\$7.00
248	Chewable Calcium with Vitamin D Plus Minerals	Caltrate® 600 + D Plus Minerals Chewable	60	\$9.00
355	Children's Gummy Vitamins	Vitafusion™	60	\$9.00
902	Co-Enzyme Q-10 30 mg	Co-Enzyme Q-10 30 mg	30	\$10.00
063	Complete Senior Vitamins and Minerals	Centrum® Silver	60	\$10.00
011	Daily Multivitamin and Mineral	Centrum®	130	\$10.00
907	Eye Care Vitamins	Ocuvite® Extra	36	\$9.00
298	Ferrous Sulfate 5 gr ⁺	Feosol® 100	100	\$8.00
477	Flax Seed Oil 1000 mg Softgels	Flax Seed Oil	90	\$10.00
240	Folic Acid 800 mcg	Folic Acid 800 mcg	100	\$7.00
572	Food and Beverage Thickener	Thick-It® Food and Beverage Thickener	10 oz.	\$8.00
474	Immune Support Chewable Tablets	Airborne®	32	\$9.00
246	Liquid Iron Formulation 220mg/5ml	Liquid Iron	16 oz.	\$9.00
302	Magnesium Oxide 400 mg ⁺	Mag-Ox® 400 mg	120	\$9.00
278	Melatonin 5 mg	Melatonin 5 mg	100	\$8.00

413	Omega-3 Fish Oil 1000 mg ⁺	Omega-3 Fish Oil 1000 mg	90	\$10.00
107	One Daily Women's Multivitamin	One-A-Day Women's [®]	60	\$8.00
316	One Daily Men's Multivitamin	One-A-Day Men's [®]	60	\$8.00
317	Organic Sulfur MSM 1000 mg	Organic Sulfur MSM 1000 mg	90	\$9.00
610	Papaya Enzyme	Papaya Enzyme	100	\$10.00
303	Potassium Gluconate 595 mg	Potassium Gluconate 595 mg	100	\$7.00
909	Timed Release Niacin 500 mg	Timed Release Niacin 500 mg	100	\$9.00
574	Vitamin B-12 500mcg tablets	Vitamin B-12 500mcg Tablets	100	\$7.00
238	Vitamin B-12 1000 mcg	Vitamin B-12 1000 mcg	100	\$8.00
279	Vitamin B-12 5000 mcg Sublingual	Vitamin B-12 5000 mcg Sublingual	30	\$8.00
280	Vitamin B-Complex Sublingual	Vitamin B-Complex Sublingual	60	\$8.00
903	Vitamin B-Complex with B-12	Vitamin B-Complex with B-12	100	\$8.00
010	Vitamin C 500 mg	Vitamin C 500 mg	100	\$7.00
209	Vitamin D 1000 IU	Vitamin D 1000 IU	100	\$8.00
239	Vitamin D 5000 IU	Vitamin D 5000 IU	100	\$9.00
012	Vitamin-E 400 IU Synthetic	Vitamin-E 400 IU Synthetic	100	\$10.00

Women's Health

Product code	Product name	Compare to	Package count	Price
041	Clotrimazole 1% Vaginal Cream	Gyne-Lotrimin [®] Cream	1.5 oz.	\$9.00
326	Urinary Pain Relief	AZO Urinary Pain Relief [®]	30	\$8.00

⁺This item is also covered on the plan's preferred drug list at \$0 with a prescription from your provider, or you can order on your \$10 OTC benefit without a prescription.

⁺⁺Product cannot be shipped to P.O. Boxes, Alaska, Hawaii, or Puerto Rico

*Sale of products containing Dextromethorphan are prohibited to members under the age of 18.

**For the items noted above: limit one per plan year. Prior to purchase, the enrollee is strongly encouraged to have a conversation with their personal provider about the appropriateness of this OTC item.

Call If You Need Us

If you have questions or need help reading or understanding this letter, call us at **1-866-432-0001** or TTY, call **711**. We are available Monday – Friday, from 8 a.m. to 6 p.m. Eastern time. We can help you at no cost to you. We can explain the letter in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Enrollee Handbook regarding your rights.

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, sex, sexual orientation, gender identity, or religion. See our website for more information.

Humana Inc. and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Enrollee Services at **1-866-432-0001** (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
1-866-432-0001 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 **1-866-432-0001 (TTY: 711)**.

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-432-0001 (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 **1-866-432-0001 (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 **1-866-432-0001 (TTY: 711)**.

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-432-0001 (TTY: 711)**번으로 전화해 주십시오.

Français (French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-432-0001 (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 **1-866-432-0001 (TTY: 711)**.

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-432-0001 (телегайн: 711)**.

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-432-0001 (TTY: 711)**.

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-866-432-0001 (TTY: 711)**.

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-432-0001-1** (رقم هاتف الصم والبكم: **711**).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-866-432-0001 (TTY: 711)**.

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 **1-866-432-0001 (TTY: 711)** まで、お電話にてご連絡ください。

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-866-432-0001 (телегайн: 711)**.

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-432-0001 (TTY: 711)** पर कॉल करें।

ខ្មែរ (Cambodian): ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-866-432-0001 (TTY: 711)**។