

Humana's at-home test kit program

Who is eligible?

Medicare Advantage (MA)-covered patients may receive one or more Humana-provided test kits if they are in the eligible population and have a preventive care opportunity for one of these Healthcare Effectiveness Data and Information Set (HEDIS®) measures:

- Colorectal Cancer Screening (COL-E)
- Glycemic Status Assessment (GSD)

Who is excluded?

- For fecal immunochemical test (FIT) kits only: Patients who have ever returned one of our FIT kits that was processed and had unfavorable results. These patients are advised to follow up with their physician for further clinical care.
- Patients assigned to a primary care physician (PCP) who is affiliated with a group or entity that has excluded its patients from this program.

Each patient is different

We tailor our test kit approach to find the best fit for your patient.



Some patients will receive test kit offers through automated phone calls, text messages and/or live agent outreach.



Other patients will be sent a kit proactively without a phone call. This includes patients who returned a test kit in the past and who need a screening in the current year.

Timing of test kit offers will vary based on the patient's screening history and likelihood to visit their PCP to complete the screening.

We encourage patients to connect with their PCP to discuss screening options and for assistance with scheduling.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Simple and convenient screenings

- At Humana, we want to make it easy for your patients to get important preventive screenings.
- Last year, our at-home test kit program provided approximately 325,000 kits to eligible members.
- Over 6,000 members were identified with unfavorable results, allowing them to take action to improve their health.
- This year, Humana's at-home test kit program will serve a similar number of members with a mixture of test kit offers and proactive kit shipments. Some members will even be offered assistance with scheduling a colonoscopy before a test kit is offered.

FAQ

- Test kits are provided at no cost to our eligible members. Humana covers all costs from shipping the kit to processing the returned samples.
- No claims are submitted for at-home test kits. Member benefits are not used, and our program does not limit your ability to perform similar tests at another time.
- Test kit results are mailed to members and to the PCP on record for the member.

What is in the test kit package?

In the test kit package, your patients will find:

1. Information about why they received the kit and the importance of these preventive screenings
2. All materials to collect the sample
3. Step-by-step instructions on collecting the sample and mailing the test back with the postage-paid envelope

What if my patient has additional questions?

Patients can visit [Humana.com/HomeTestKits](https://www.humana.com/HomeTestKits) to learn more about Humana's test kit program and set up an account at www.everlywell.com/humana to track test kit activity and view/download their lab result. If needed, they can contact our test kit vendor for more information via one of the following methods:

- Complete the support request form at <https://everlywell.my.site.com/membersupport>
- Call **855-923-2678 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Submit an email inquiry to humana@everlywell.com

How are kit specimens processed and their results communicated?

Once patients return a test kit specimen, it will be processed by a Clinical Laboratory Improvement Amendments (CLIA)-certified lab. Everlywell will alert patients via email that their sample has arrived for processing and again when their results are ready to view securely online. Screening results will be mailed to patients and to the PCP on record for the patient. Patients are encouraged to reach out to their PCP to discuss next steps.

How does Humana handle unfavorable test results?

As soon as a test is processed with unfavorable results, our vendor partners call the patient to discuss the result and encourage the patient to follow up with their doctor. If there is no evidence of clinical follow-up via claims within 120 days, our Stars outreach team will call the patient, who is encouraged to follow up with their PCP for next steps.

What happens if my patient forgets to complete a test?

For any tests not returned within 14 days, your patients will receive an automated reminder call and an email or postcard prompting them to collect and mail their sample.

Do at-home collection kits provide accurate results?

The at-home collection kits distributed through Humana's at-home test kit program have been validated against traditional methods. The CLIA-certified labs go through an extensive validation process that includes accuracy, precision and linearity. Furthermore, additional studies are performed such as method correlation and sample stability to ensure reliability of the at-home collection kits.

Can my patients with Go365®* earn rewards for completing these tests?

Some test kits are **GET HEALTHY: Preventive screenings activities**.

- The HbA1C test aligns with the diabetic screenings reward, hemoglobin A1c test.

Highlighting these opportunities to your patients may motivate them to collect a sample and return their kit. If you have questions about Humana's at-home test kit program, please contact your Humana market representative.

Thank you for your support and the care you deliver to our members and to all patients in our communities.

* Go365 is Humana's wellness program that rewards our members for making healthier choices. It is included in most MA plans.