## **Summary of Benefits**

### HumanaChoice H5525-034 (PPO)

Wilmington Wilmington Area



GNHH4HIEN\_22\_C H5525034000SB22

### **Pre-Enrollment Checklist**

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-800-833-2364 (TTY: 711)**.

Unde	rstanding the Benefits
	Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services that you routinely see a doctor. Visit <b>Humana.com/medicare</b> or call <b>1-800-833-2364 (TTY: 711)</b> to view a copy of the EOC.
	Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
	Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
Unde	rstanding Important Rules
	In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
	Benefits, premiums and/or copayments/co-insurance may change on January 1, 2023.
	Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situations, non-contracted providers may deny care. In addition, you may pay a higher co-pay for services received by non-contracted providers.

# Summary of Benefits

HumanaChoice H5525-034 (PPO)

Wilmington Wilmington Area



Our service area includes the following county/counties in North Carolina: Bladen, Brunswick, Columbus, New Hanover, Pender.



# Let's talk about HumanaChoice H5525-034 (PPO)

Find out more about the HumanaChoice H5525-034 (PPO) plan - including the health and drug services it covers - in this easy-to-use guide.

HumanaChoice H5525-034 (PPO) is a Medicare Advantage PPO plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. For a complete list of services we cover, ask us for the "Evidence of Coverage".

### To be eligible

To join HumanaChoice H5525-034 (PPO), you must be entitled to Medicare Part A, be enrolled in Medicare Part B and live in our service area.

### Plan name:

HumanaChoice H5525-034 (PPO)

### How to reach us:

If you're a member of this plan, call toll-free: **1-800-457-4708** (TTY: 711).

If you're **not** a member of this plan, call toll free: **1-800-833-2364 (TTY: 711)**.

#### October 1 - March 31:

Call 7 days a week from 8 a.m. - 8 p.m.

### April 1 - September 30:

Call Monday - Friday, 8 a.m. - 8 p.m.

Or visit our website:

Humana.com/medicare

### More about HumanaChoice H5525-034 (PPO)

Do you have Medicare and Medicaid? If you are a dual-eligible beneficiary enrolled in both Medicare and the state's program, you may not have to pay the medical costs displayed in this booklet and your prescription drug costs will be lower, too.

If you have Medicaid, be sure to show your Medicaid ID card in addition to your Humana membership card to make your provider aware that you may have additional coverage. Your services are paid first by Humana and then by Medicaid.

As a member it's a good idea to select a doctor as your Primary Care Provider (PCP). HumanaChoice H5525-034 (PPO) has a network of doctors, hospitals, pharmacies and other providers. If you use providers who aren't in our network, you may be subject to higher copayments/coinsurance.



### A healthy partnership

Get more from your plan — with extra services and resources provided by Humana!



### Monthly Premium, Deductible and Limits

### **PLAN COSTS**

Monthly plan premium	\$136		
You must keep paying your Medicare Part B premium.	If you receive premium assistance, your plan premium may be reduced.		
Medical deductible	This plan does not have a deductible.		
Pharmacy (Part D) deductible	<b>\$190</b> for Tier 3, Tier 4, Tier 5		
Maximum out-of-pocket responsibility	\$6,700 in-network \$10,000 combined in- and out-of-network		

The most you pay for copays, coinsurance and other costs for medical services for the year.

Covered Medical and Hospital Benefits

Covered Medicul drid Hospital Beriefits						
	IN-NETWORK	OUT-OF-NETWORK				
ACUTE INPATIENT HOSPITAL CAR	ACUTE INPATIENT HOSPITAL CARE					
<b>\$0</b> copayment per admit  Your plan covers an unlimited  number of days for an inpatient  stay.						
<b>OUTPATIENT HOSPITAL COVERAGI</b>	OUTPATIENT HOSPITAL COVERAGE					
Outpatient surgery at outpatient hospital	<b>\$350</b> copay	<b>\$350</b> copay				
Outpatient surgery at ambulatory surgical center	<b>\$300</b> copay	<b>\$300</b> copay				
DOCTOR OFFICE VISITS						
Primary care provider (PCP)	<b>\$0</b> copay	<b>\$0</b> copay				
Specialists	<b>\$0</b> copay	<b>\$0</b> copay				

#### **IN-NETWORK**

#### **OUT-OF-NETWORK**

#### **PREVENTIVE CARE**

Our plan covers many preventive services at no cost when you see an in-network provider including:

- Abdominal aortic aneurysm screening
- Alcohol misuse counseling
- Bone mass measurement
- Breast cancer screening (mammogram)
- Cardiovascular disease (behavioral therapy)
- Cardiovascular screenings
- Cervical and vaginal cancer screening
- Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy)
- · Depression screening
- Diabetes screenings
- HIV screening
- Medical nutrition therapy services
- Obesity screening and counseling
- Prostate cancer screenings (PSA)
- Sexually transmitted infections screening and counseling
- Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)
- Vaccines, including flu shots, hepatitis B shots, pneumococcal shots
- "Welcome to Medicare" preventive visit (one-time)
- Annual Wellness Visit
- Lung cancer screening
- Routine physical exam
- Medicare diabetes prevention program

### **\$0** copay

Any additional preventive services approved by Medicare during the contract year will be covered.



	IN-NETWORK	OUT-OF-NETWORK
	Any additional preventive services approved by Medicare during the contract year will be covered.	
EMERGENCY CARE		
Emergency room  If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for the emergency care.	<b>\$90</b> copay	<b>\$90</b> copay
Urgently needed services  Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical attention.	<b>\$0</b> copay at an urgent care center	<b>\$0</b> copay at an urgent care center
OUTPATIENT CARE AND DIAGNOST	TIC SERVICES, LABS AND IMAGING	
Cost share may vary depending on	the service and where service is prov	ided
Diagnostic mammography	<b>\$0</b> copay	<b>\$0</b> copay
Diagnostic radiology	<b>\$180</b> to <b>\$275</b> copay	<b>\$180</b> to <b>\$275</b> copay
Lab services	<b>\$0</b> copay	<b>\$0</b> copay
Diagnostic tests and procedures	<b>\$0</b> copay	<b>\$0</b> copay
Outpatient X-rays	<b>\$0</b> copay	<b>\$0</b> copay
Radiation therapy	<b>\$0</b> copay or <b>20%</b> of the cost	<b>\$0</b> copay or <b>20%</b> of the cost
HEARING SERVICES		
Medicare-covered hearing	<b>\$0</b> copay	<b>\$0</b> copay



Covered Medical and Hospital Benefits (cont.)				
	IN-NETWORK	OUT-OF-NETWORK		
Routine hearing	HER949	HER949		
	<ul> <li>\$0 copayment for routine hearing exams up to 1 per year.</li> <li>\$99 copayment for each Advanced level hearing aid up to 1 per ear per year.</li> <li>\$399 copayment for each Premium level hearing aid up to 1 per ear per year.</li> <li>Hearing aid purchase includes:</li> <li>Unlimited follow-up provider visits during first year following TruHearing hearing aid purchase</li> </ul>	<ul> <li>\$0 copayment for routine hearing exams up to 1 per year.</li> <li>\$99 copayment for each Advanced level hearing aid up to 1 per ear per year.</li> <li>\$399 copayment for each Premium level hearing aid up to 1 per ear per year.</li> <li>You must see a TruHearing provider to use this benefit. Call 1-844-255-7144 to schedule an appointment (for TTY, dial 711).</li> </ul>		
	<ul><li>60-day trial period</li><li>3-year extended warranty</li></ul>			
	<ul> <li>80 batteries per aid for</li> </ul>			

#### **DENTAL SERVICES**

The cost-share indicated below is what you pay for the covered service.

<b>Medicare-covered</b>	dental
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#### Routine dental

Dental benefits may not cover all American Dental Association procedure codes. Information regarding each plan is available at **Humana.com/sb**.

Use the HumanaDental Medicare network for the Mandatory Supplemental Dental. The provider locator can be found at **Humana.com** > Find a Doctor > from the Search Type drop down select Dental > under Coverage Type select All Dental Networks > enter zip code > from the network drop down select HumanaDental Medicare.

### **\$0** copay

#### **DEN187**

• **0%** coinsurance for comprehensive oral evaluation or periodontal exam up to 1 every 3 years.

non-rechargeable models

- **0%** coinsurance for panoramic film or diagnostic x-rays up to 1 every 5 years.
- **0%** coinsurance for bitewing x-rays up to 1 set(s) per year.
- **0%** coinsurance for intraoral x-rays up to 1 per year.
- **0%** coinsurance for fluoride treatment, periodic oral exam and/or emergency diagnostic exam, prophylaxis (cleaning) up to 2 per year.
- **0%** coinsurance for necessary anesthesia with covered service up to unlimited per year.
- **50%** coinsurance for recementation up to 1 every 5 years.

### **\$0** copay

### **DEN187**

- **50%** coinsurance for comprehensive oral evaluation or periodontal exam up to 1 every 3 years.
- **50%** coinsurance for panoramic film or diagnostic x-rays up to 1 every 5 years.
- **50%** coinsurance for bitewing x-rays up to 1 set(s) per year.
- **50%** coinsurance for intraoral x-rays up to 1 per year.
- **50%** coinsurance for fluoride treatment, periodic oral exam and/or emergency diagnostic exam, prophylaxis (cleaning) up to 2 per year.
- **50%** coinsurance for necessary anesthesia with covered service up to unlimited per year.
- **55%** coinsurance for recementation up to 1 every 5 years.



-NI			

#### **OUT-OF-NETWORK**

- 50% coinsurance for amalgam and/or composite filling, emergency treatment for pain up to 2 per year.
- 50% coinsurance for simple or surgical extraction up to unlimited per year.
- **70%** coinsurance for scaling and root planing (deep cleaning) up to 1 per quadrant every 3 years.
- 70% coinsurance for complete dentures, partial dentures up to 1 set(s) every 5 years.
- 70% coinsurance for adjustments to dentures, denture reline, root canal up to 1 per year.
- 70% coinsurance for crown, oral surgery up to 2 per year.
- 70% coinsurance for periodontal maintenance up to 4 per year.
- \$2000 combined maximum benefit coverage amount per year for preventive and comprehensive benefits.

- **55%** coinsurance for amalgam and/or composite filling, emergency treatment for pain up to 2 per year.
- 55% coinsurance for simple or surgical extraction up to unlimited per year.
- 75% coinsurance for scaling and root planing (deep cleaning) up to 1 per quadrant every 3 years.
- 75% coinsurance for complete dentures, partial dentures up to 1 set(s) every 5 years.
- 75% coinsurance for adjustments to dentures, denture reline, root canal up to 1 per year.
- 75% coinsurance for crown, oral surgery up to 2 per year.
- 75% coinsurance for periodontal maintenance up to 4 per year.
- \$2000 combined maximum benefit coverage amount per year for preventive and comprehensive benefits.
- Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.

VISION SERVICES		
Medicare-covered vision services	<b>\$0</b> copay	<b>\$0</b> copay
Medicare-covered diabetic eye exam	<b>\$0</b> copay	<b>\$0</b> copay
Medicare-covered glaucoma screening	<b>\$0</b> copay	<b>\$0</b> copay
Medicare-covered eyewear	<b>\$0</b> copay	<b>\$0</b> copay

### (A)

### Covered Medical and Hospital Benefits (cont.)

	IN-NETWORK	OUT-OF-NETWORK		
Routine vision  Refraction is only covered when billed as part of the routine vision exam.  The provider locator for routine vision can be found at Humana.com > Find a Doctor > select Vision care icon > Vision	<ul> <li>VIS752</li> <li>\$0 copayment for routine exam up to 1 per year.</li> <li>\$75 combined maximum benefit coverage amount per year for routine exam.</li> <li>\$200 combined maximum benefit coverage amount per year for contact lenses or</li> </ul>	<ul> <li>VIS752</li> <li>\$0 copayment for routine exam up to 1 per year.</li> <li>\$75 combined maximum benefit coverage amount per year for routine exam.</li> <li>\$200 combined maximum benefit coverage amount per year for contact lenses or</li> </ul>		
coverage through Medicare Advantage plans.	<ul> <li>eyeglasses-lenses and frames, fitting for eyeglasses-lenses and frames.</li> <li>Eyeglass lens options may be available with the maximum benefit coverage amount up to 1 pair per year.</li> <li>Maximum benefit coverage amount is limited to one time use per year.</li> </ul>	<ul> <li>eyeglasses-lenses and frames, fitting for eyeglasses-lenses and frames.</li> <li>Eyeglass lens options may be available with the maximum benefit coverage amount up to 1 pair per year.</li> <li>Maximum benefit coverage amount is limited to one time use per year.</li> <li>Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.</li> </ul>		
MENTAL HEALTH SERVICES Inpatient	6250 and an arrange and an arrange and arrive	£350 con sumo out in our admoit		
Your plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital	\$350 copayment per admit	\$350 copayment per admit		
Outpatient group and individual therapy visits	<b>\$0</b> copay	<b>\$0</b> copay		
SKILLED NURSING FACILITY (SNF)				
Your plan covers up to 100 days	<b>\$0</b> copay per day for days 1-20	<b>\$0</b> copay per day for days 1-20		
in a SNF	\$188 copay per day for days 21-56 \$0 copay per day for days 57-100	\$188 copay per day for days 21-74 \$0 copay per day for days 75-100		
PHYSICAL THERAPY				
ANADULI ANICE	<b>\$0</b> copay	<b>\$0</b> copay		
AMBULANCE				
Ambulance	<b>\$290</b> copay per date of service	<b>\$290</b> copay per date of service		



**IN-NETWORK** 

**OUT-OF-NETWORK** 

#### **TRANSPORTATION**

**\$0** copay for plan approved location up to 24 one-way trip(s) per year. This benefit is not to exceed 50 miles per trip.

The member *must* contact transportation vendor to arrange transportation.

### Prescription Drug Benefits

#### **MEDICARE PART B DRUGS**

Chemotherapy drugs	20% of the cost	<b>20%</b> of the cost	
Other Part B drugs	<b>20%</b> of the cost	20% of the cost	

#### PRESCRIPTION DRUGS

### If you don't receive Extra Help for your drugs, you'll pay the following:

**Deductible** This plan has a **\$190** deductible for Tier 3, Tier 4, Tier 5 drugs. You pay the full cost of these drugs until you reach \$190. Then, you only pay your cost-share.

**Initial coverage** (after you pay your deductible, if applicable)

You pay the following until your total yearly drug costs reach **\$4,430**. Total yearly drug costs are the total drug costs paid by both you and our plan. Once you reach this amount, you will enter the Coverage Gap.

Preferred cost-sharing						
Pharmacy options			<b>Mail order</b> Humana Pharmacy®			
	30-day supply	90-day supply	30-day supply	90-day supply		
Tier 1: Preferred Generic	\$4	\$12	\$4	\$0		
Tier 2: Generic	\$12	\$36	\$12	\$0		
Tier 3: Preferred Brand	\$47	\$141	\$47	\$131		
<b>Tier 4:</b> Non-Preferred Drug	\$99	\$297	\$99	\$287		
<b>Tier 5:</b> Specialty Tier	29%	N/A	29%	N/A		

Standard cost-sharing						
Pharmacy options	<b>Retail</b> All other network retail pharmacies.		Mail order Walmart Mail, PillPack			
	30-day supply	30-day supply 90-day supply		90-day supply		
Tier 1: Preferred Generic	\$10	\$30	\$10	\$30		
Tier 2: Generic	\$20	\$60	\$20	\$60		
Tier 3: Preferred Brand	\$47	\$141	\$47	\$141		
<b>Tier 4:</b> Non-Preferred Drug	\$100	\$300	\$100	\$300		
Tier 5: Specialty Tier	29%	N/A	29%	N/A		

Generic drugs may be covered on tiers other than Tier 1 and Tier 2 so please check this plan's Humana Drug Guide to validate the specific tier on which your drugs are covered.

Other pharmacies are available in our network.

Specialty drugs are limited to a 30-day supply.

### If you receive Extra Help for your drugs, you'll pay the following:

**Deductible** You may pay **\$0** or **\$99** depending on your level of Extra Help (for Tier 3, Tier 4, Tier 5). If your deductible is **\$99**, you pay the full cost of these drugs until you reach **\$99**. Then, you only pay your cost-share.

Pharmacy cost-sharing					
<b>For generic drugs</b> (including brand drugs treated as generic), either:	30-day supply	90-day supply			
	<b>\$0</b> copay; or <b>\$1.35</b> copay; or <b>\$3.95</b> copay; or <b>15%</b> of the cost	<pre>\$0 copay; or \$1.35 copay; or \$3.95 copay ; or 15% of the cost</pre>			
For all other drugs, either:	<ul><li>\$0 copay; or</li><li>\$4 copay; or</li><li>\$9.85 copay; or</li><li>15% of the cost</li></ul>	<ul><li>\$0 copay; or</li><li>\$4 copay; or</li><li>\$9.85 copay; or</li><li>15% of the cost</li></ul>			

Cost sharing may change depending on the pharmacy you choose, when you enter another phase of the Part D benefit and if you qualify for "Extra Help." To find out if you qualify for "Extra Help," please contact the Social Security Office at 1-800-772-1213 Monday — Friday, 7 a.m. — 7 p.m. TTY users should call 1-800-325-0778. For more information on the additional pharmacy-specific cost-sharing and the phases of the benefit, please call us or access your "Evidence of Coverage" online.

If you reside in a long-term care facility, you pay the same as at a standard retail pharmacy.

You may get drugs from an out-of-network pharmacy but may pay more than you pay at an in-network pharmacy.

### Days' Supply Available

Unless otherwise specified, you can get your Part D drug in the following days' supply amounts:

- One-month supply (up to 30 days)\*
- Two-month supply (31-60 days)
- Three-month supply (61-90 days)

### **Coverage Gap**

After you enter the coverage gap, you pay **25 percent** of the plan's cost for covered brand name drugs and **25 percent** of the plan's cost for covered generic drugs until your costs total **\$7,050** — which is the end of the coverage gap. Not everyone will enter the coverage gap.

### **Catastrophic Coverage**

After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach **\$7,050**, you pay the greater of:

- **5%** of the cost, or
- \$3.95 copay for generic (including brand drugs treated as generic) and a \$9.85 copayment for all other drugs

Additional Benefits						
	IN-NETWORK	OUT-OF-NETWORK				
Medicare-covered foot care (podiatry)	<b>\$0</b> copay	<b>\$0</b> copay				
Medicare-covered chiropractic services	<b>\$0</b> copay	<b>\$0</b> copay				
MEDICAL EQUIPMENT/SUPPLIES						
Durable medical equipment (like wheelchairs or oxygen)	20% of the cost	20% of the cost				
Medical Supplies	<b>20%</b> of the cost	20% of the cost				
Prosthetics (artificial limbs or braces)	20% of the cost	20% of the cost				
Diabetic monitoring supplies	<b>\$0</b> copay or <b>10%</b> to <b>20%</b> of the	<b>10%</b> to <b>20%</b> of the cost				
Cost share may vary depending on where service is provided.	cost					
REHABILITATION SERVICES						
Occupational and speech therapy	<b>\$0</b> copay	<b>\$0</b> copay				
Cardiac rehabilitation	<b>\$0</b> copay	<b>\$0</b> copay				
Pulmonary rehabilitation	<b>\$0</b> copay	<b>\$0</b> copay				
TELEHEALTH SERVICES (in addition to Original Medicare)						
Primary care provider (PCP)	<b>\$0</b> copay	Not Covered				

<sup>\*</sup>Long term care pharmacy (one-month supply = 31 days)

Specialist	<b>\$0</b> copay	Not Covered
Urgent care services	<b>\$0</b> copay	Not Covered
Substance abuse or behavioral health services	<b>\$0</b> copay	Not Covered



### More benefits with your plan

Enjoy some of these extra benefits included in your plan.

### **COVID-19 Testing and Treatment**

**\$0** copay for testing and treatment services for COVID-19.

### **Travel Coverage**

The PPO national network gives you in-network coverage across the country, so you can see any doctor who accepts the plan terms and conditions. You'll be able to travel with ease or split your time between locations. Visit

Humana.com or contact Customer Care on the back of your ID card if you need help finding an in-network provider.

### Humana Well Dine® Meal Program

Humana's meal program for members following an inpatient stay in the hospital or nursing facility.

### Special Supplemental Benefits for the Chronically Ill (SSBCI) Worry Free™ Meals

Members diagnosed with Chronic Obstructive Pulmonary Disease (COPD), Diabetes, Congestive Heart Failure (CHF), or Depression, participating with care management services, and who meet program criteria may receive 2 meals per day for 12 weeks, 168 meals total. Additional 12 weeks of meals may be available as determined by the plan. Members may qualify for the Worry Free™ Meals program up to two times per plan year. There is no cost to participate. Authorization may be required.

### Over-the-Counter (OTC) mail order

**\$75** maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.

#### **Rewards and Incentives**

Go365 by Humana® a Rewards and Incentive program for completing certain preventive health screenings and health and wellness activities.

### SilverSneakers® fitness program

Basic fitness center membership including fitness classes.





You can see our plan's **provider and pharmacy directory** at our website at **humana.com/finder/search** or call us at the number listed at the beginning of this booklet and we will send you one.



You can see our plan's **drug guide** at our website at **humana.com/medicaredruglist** or call us at the number listed at the beginning of this booklet and we will send you one.

To find out more about the coverage and costs of Original Medicare, look in the current "Medicare & You" handbook. View it online at http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

Medicare-covered eye refractions during a specialist medical visit are not covered.

Telehealth services shown are in addition to the Original Medicare covered telehealth. Your cost may be different for Original Medicare telehealth.

Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your evidence of coverage for additional details on what your plan may cover or other rules that may apply.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

Out-of-network/non-contracted providers are under no obligation to treat Humana members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.



Humana.com

### **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, marital status or religion. 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 1-877-320-1235 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, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at https://www.hhs.gov/ocr/office/file/index.html.
- California residents: You may also call California Department of Insurance toll-free hotline number: 1-800-927-HELP (4357), to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 1-877-320-1235 (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.

### Language assistance services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística. **繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí. **한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오 .

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique. **Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Lique para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

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

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

(Farsi) فارسى

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wódahí béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé niká'adoowoł.

(Arabic) العربية

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

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