

# Make your health decisions known

MyDirectives®, an online advance care plan platform, can help you have a voice in your care when unexpected medical emergencies happen or as illnesses progress.

MyDirectives is easy to use and is available at no additional cost for Humana members.

## What are the benefits?

During medical emergencies, families may have to make several difficult decisions. Tell them what you want with MyDirectives.

- You can tailor it to your specific values, beliefs and treatment goals, and update it whenever you wish.
- You can access it 24/7 online—nothing to search for during a crisis.
- Share your plan with your doctors at any time.

## How does MyDirectives work?

MyDirectives allows you to have the elements of a medical power of attorney, a do-not-attempt-resuscitation form and organ donation conveniently in one place.

With MyDirectives, you can upload your existing paper advance directive (e.g. Five Wishes®), advance care plan or portable medical order, or you can create a digital care plan in minutes. You can attach video messages and audio files too—whatever you need to feel confident your thoughts and wishes are clear.

Your MyDirectives plan is available to you and your doctors 24 hours a day, 7 days a week. It can be updated anytime.

## Sign up and complete a MyDirectives plan today!

- It can take minutes to complete or you can take as long as you need.
- It's included at no additional cost.
- It's important to identify the care you want in case you can't speak for yourself.

It's easy and quick to sign up. Help gain peace of mind today by planning for your future.



## What if I already have an advance directive?

No worries. With MyDirectives, you can upload or fax in a previously existing document. Once added, it can be easily shared with doctors and family. You will also be able to add new information at any time as your health status or wishes change.

## How do I sign up?

1 Sign in to **MyHumana.com**

2 Go to MyHealth tab

3 Select MyDirectives in “Health support for you”

If you're not registered yet in MyHumana, select “New User”

[Sign up and complete a MyDirectives plan today!](#)

This material is provided for informational use only and should not be construed as medical, legal, financial, or other professional advice or used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.

MyDirectives leads you through a process that helps you create a higher quality document that doctors and nurses can find and use when the member can't share their wishes. However, it may not be legally binding in all jurisdictions. Doctors in most jurisdictions are allowed to refuse to comply with your wishes if they have an objection of conscience or believe your treatment choices are medically inappropriate.



## 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 the number on your ID card 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.

#### Call the number on your ID card (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. Call the number on your ID card (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):** Ligue 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。

**فارسی (Farsi)**

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

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

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك