

Member Value-added Benefits, Services, and Healthy Rewards Guide 2024



Welcome to the Humana Healthy Horizons® in Ohio 2024 Member Value-added Benefits, Services, and Healthy Rewards Guide. As a Humana Healthy Horizons member, you get the Medicaid coverage you need and deserve, so you have time to focus on the things you love. These value-added benefits, services, and healthy rewards are provided at no cost to you.

All value-added benefits, services, and healthy rewards are subject to change, with advance notice.

This guide provides detailed information about each:

- Value-added benefit
- Service
- Healthy reward

This guide also includes information about:

- Age limits
- How you can access each value-added benefit, service, and healthy reward
- Value-added benefit, service, and healthy reward details



For additional assistance with details and how to access these value-added benefits, services, and healthy rewards, call Member Services at **877-856-5702 (TTY: 711)**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

Benefit	Age limit	Benefit details	How do I get the benefit?
Smartphone Services	All	<p>1 free smartphone through the Federal Lifeline Program, per household. Members who are under 18 will need a parent or guardian to sign up.</p> <p>This benefit covers per lifetime:</p> <ul style="list-style-type: none"> • 1 phone • 1 charger • 1 set of instructions • Unlimited talk • Unlimited data • 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. <p>You must make at least 1 phone call or send 1 text message every month to keep your benefit.</p> <p>Member may qualify for enhanced benefits through the Affordable Connectivity Program that provides unlimited minutes, 10 GB hotspot and unlimited data.</p>	<p>You can opt into this benefit by contacting SafeLink at 800-SAFELINK or online at http://www.safelink.com/en/ACP11.</p> <ul style="list-style-type: none"> • You need to provide your Humana Healthy Horizons in Ohio member ID. <p>You must be enrolled in Safelink at least 30 days to qualify for the benefit.</p> <p>Example:</p> <p>You contact Safelink to enroll in the program on February 1, 2024.</p> <p>You will not have your 350 minutes per month until March 1, 2024.</p> <p>If you are enrolled in care and/or disease management and enroll in this smartphone service, you may request approval to receive unlimited minutes and an additional 4GB of data by calling Member Services at 877-856-5702 (TTY: 711).</p> <p>Benefits are subject to change by the Federal Communications Commission under the Lifeline program.</p>

Benefit	Age limit	Benefit details	How do I get the benefit?
Childcare Assistance	14+	Up to \$50 per quarter, up to 4 times per year, for reimbursement for childcare expenses for caretakers who are seeking employment.	<p>For additional information, or to learn more about the reimbursement for childcare expenses, call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time. Please have your Member ID card (or Member ID number) at the time of your call.</p> <p>To qualify for the reimbursement of up to \$50 per quarter, up to four quarters per year, for childcare expenses, you must:</p> <ul style="list-style-type: none"> • Have a childcare provider • Participate in some type of workforce program in order to be eligible
Dental	21+	<ul style="list-style-type: none"> • 1 additional dental cleaning per year 	<p>You may schedule 2 adult dental cleanings per calendar year with an in-network dental provider.</p> <p>To find a dental provider:</p> <ul style="list-style-type: none"> • Use our online Find a Doctor service at Humana.com/FindADoctor to identify and locate dentists near you <ul style="list-style-type: none"> – Search for General Dentistry Oral Surgery (listed as Oral and Maxillofacial surgery) – Select All Dental Networks as Coverage Type – Select OH Medicaid Dental Network as Network – Do not use the dental search • Access information through the MyHumana app (if you signed up for an account)

Benefit	Age limit	Benefit details	How do I get the benefit?
Employment Physical Exam	21+	<ul style="list-style-type: none"> • 1 employment physical per year 	<p>Schedule a visit with:</p> <ul style="list-style-type: none"> • Your primary care physician (PCP) • Local community health center • Retail or urgent care center (for example, Minute Clinic) • Other type of provider that performs employment physicals <p>You have no out-of-pocket costs.</p> <p>Humana Healthy Horizons in Ohio will reimburse the provider, once he or she submits a claim for the physical.</p> <p>To find a provider or facility:</p> <ul style="list-style-type: none"> • Use our online Find a Doctor service at Humana.com/FindADoctor to identify and locate providers and facilities near you.

Benefit	Age limit	Benefit details	How do I get the benefit?
GED Testing	16+	<p>An online program with tools to help students pass the GED test.</p> <p>Program features include:</p> <ul style="list-style-type: none"> • Access to guidance and study materials • One-on-one bilingual advisor • Online help (to provide students the greatest flexibility for participation) • Test pass guarantee (our members can take the GED multiple times until they pass it) • Unlimited use of practice tests <p>Note:</p> <p>Members 16-18 years must provide additional documentation.</p> <p>Underage test takers must enroll in the state’s official Adult Education Program and take free classes until they are ready to sit for the exam. They will need documentation from the school system that they have officially withdrawn.</p>	<p>Sign up for GEDWorks at GED.com/Humana.</p> <p>For more information, call GEDWorks at 877-392-6433 (TTY: 711), Monday – Friday, 9 a.m. – 6 p.m., Eastern time.</p>

Benefit	Age limit	Benefit details	How do I get the benefit?
Caregiver Assistance	All	<p>Available childcare, counseling/caregiving, and legal and financial support includes:</p> <p>Childcare support</p> <p>Support to identify childcare options, including:</p> <ul style="list-style-type: none"> • Childcare centers • Family daycare homes • Nanny agencies • Babysitting services search tools • Backup/on-demand child care <p>Support to identify special needs support options, including:</p> <ul style="list-style-type: none"> • Support groups • Advocates • Childcare for children with special needs • Socialization groups • Special needs services (for example, Applied Behavioral Analysis Therapy) <p>Counseling and caregiving support</p> <p>Behavioral health counseling and support, including:</p> <ul style="list-style-type: none"> • Up to 3 sessions per calendar year for caregivers of a member with coverage through Humana Healthy Horizons in Ohio 	<p>To access available childcare, counseling/caregiving, and legal and financial support from the Member Assistance Program:</p> <ul style="list-style-type: none"> • Visit login.lifeworks.com. <p>When prompted, enter HumanaOhio as your username and support as your password.</p> <p>For more information, call 844-664-0541, 24 hours a day, 7 days a week, Eastern time. Please have your member ID card (or member ID number) at the time you call.</p> <p>To qualify for the reimbursement of up to \$50 per quarter, up to 4 quarters per year, for childcare expenses, you must:</p> <ul style="list-style-type: none"> • Have a childcare provider • Participate in some type of workforce program <p>For reimbursement, call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.</p> <p>Authorization is required.</p>

Benefit	Age limit	Benefit details	How do I get the benefit?
Caregiver Assistance (cont.)	All	<p>Legal and financial support</p> <p>Legal and financial support, including:</p> <ul style="list-style-type: none"> • Do-it-yourself document preparation (for example, wills and living wills) • Free 30-minute consultations with attorneys, mediators, certified public accountants, and financial professionals (depending on type of consultation member needs, such as for budget preparation, etc.) • After the free, 30-minute consultation, members get a 25% discount on additional legal services. 	
Housing Assistance	18+	<p>Up to \$500 per member per lifetime to assist with the following housing expenses:</p> <ul style="list-style-type: none"> • Apartment rent or mortgage payment (late payment notice required) • Payment for electric, water or gas bills (late payment notice required) • Trailer park and lot rent, if this is your permanent residence (late payment notice required) • Moving expenses via licensed moving company when transitioning from a public housing authority <p>Plan approval required.</p> <ul style="list-style-type: none"> • Member must not live in a residential facility or nursing facility. • Funds will not be paid directly to the member. • If the bill is in the spouse's name, a marriage certificate may be submitted as proof. 	<p>Call your care manager or Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.</p>

Benefit	Age limit	Benefit details	How do I get the benefit?
Convertible Car Seat or Portable Crib	Pregnant female members	<p>Pregnant members must:</p> <ul style="list-style-type: none"> • Enroll in the HumanaBeginnings® care management program • Get a comprehensive assessment • Complete 1 additional follow-up call <p>Pregnant members who meet each of the above eligibility criteria will receive 1 convertible car seat or portable crib per pregnancy and per baby (for example, if you have twins, you are eligible for 2 portable cribs).</p> <p>Member must be enrolled in the HumanaBeginnings care management program to qualify for the benefit.</p>	<p>To enroll in the HumanaBeginnings care management program, call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.</p> <p>To request the benefit for the portable crib (available only after you meet all eligibility criteria), call:</p> <ul style="list-style-type: none"> • Your HumanaBeginnings care manager (if you have one), or • Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time. <p>Humana Healthy Horizons will not fulfill the benefit until:</p> <ul style="list-style-type: none"> • You meet all the eligibility criteria • You request the portable crib
Post-Discharge Meals	All	<p>14 refrigerated home-delivered meals following discharge from an inpatient or residential facility. Limit of 4 discharges per year.</p>	<p>If you have been discharged from an inpatient or residential facility and Mom’s Meals on behalf of Humana Healthy Horizons in Ohio has not called you:</p> <ul style="list-style-type: none"> • Call Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time within 30 days of the discharge date to request the post-discharge meals benefit.

Benefit	Age limit	Benefit details	How do I get the benefit?
Transportation	All	<p>30 one-way (15 round) trips that are less than 30 miles per calendar year. No approval needed. Rides are available for the following types of trips:</p> <ul style="list-style-type: none"> • Doctor, dental and vision appointments • Grocery stores and food banks • Women, infants, and children appointments • Supplemental Nutrition Assistance Program appointments • County Department of Job and Family Services appointments • Social support (for example, support group, wellness classes, etc.) • Redetermination appointment • Job interviews and GED classes • Maternity childbirth classes and baby showers <p>Additional transportation services</p> <p>Members enrolled in case management can qualify for additional transportation services, such as rides for:</p> <ul style="list-style-type: none"> • Outpatient and residential behavioral health services • Intensive outpatient treatment, when you are actively engaged in behavioral health/substance use disorder courses of treatment • Parents to visit their child in the neonatal intensive care unit • Parents to visit their child in a residential or inpatient behavioral health facility 	<p>Transportation provided by Access2Care. Please call Access2Care within 48 hours of needing a ride, if you think you need access to:</p> <ul style="list-style-type: none"> • A car or wheelchair • Nonmedical transportation <p>Transportation for urgent healthcare needs may be arranged with less than 48 hours of notice.</p> <p>To set up transportation:</p> <ul style="list-style-type: none"> • Call Access2Care at 855-739-5986 (TTY: 866-288-3133), Monday – Saturday, 8 a.m. – 6 p.m., Eastern time. • To cancel a ride, please call at least 24 hours in advance.

Benefit	Age limit	Benefit details	How do I get the benefit?
Transportation (cont.)	All	<p>Unlimited transportation services</p> <p>Unlimited transportation is available for members for the following services:</p> <ul style="list-style-type: none"> • Diabetes management • Dialysis • Hospital discharge • Organ transplant • Postpartum trips (up to 12 months after delivery to doctor visits) • Prenatal trips • Radiation chemotherapy • Urgent care • Wound care 	
Vision Services	21-59	<ul style="list-style-type: none"> • 1 eye exam per year • Up to \$200 allowance for 1 set of glasses (frames and lenses) or contacts during the plan year <p>Members are responsible for any cost more than the \$200 allowance.</p>	<p>To find an in-network vision services provider:</p> <ul style="list-style-type: none"> • Use our online Find a Doctor service at Humana.com/FindADoctor <ul style="list-style-type: none"> – Under Specialty, search under Medical type. • Refer to our Provider Directory (available online or via mail upon request). • Call Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

Benefit	Age limit	Benefit details	How do I get the benefit?
Tobacco and Vaping Cessation Coaching	12+	<p>Tobacco and Vaping Cessation Coaching is for members 12 and older. The program is designed as a 6-month engagement for a total of 8 coaching calls, but members have 12 months to complete the program if needed.</p> <p>The Tobacco and Vaping Cessation Coaching program offers support for both over the counter and prescription nicotine replacement therapy.</p>	<ul style="list-style-type: none"> • Complete 2 calls within 45 days of enrollment in Tobacco and Vaping Cessation Coaching (qualifies you for \$25 in rewards) • Complete the coaching (a total of up to 8 calls) within 12 months of the first call (qualifies you for \$25 in rewards) <p>Members 18 and older can request nicotine replacement therapy.</p> <p>Rewards will appear in your Go365 account once we verify you did the required number of calls.</p> <p>To enroll, call 800-955-0783 (TTY: 711). When prompted, select option 1.</p>
Weight Management Coaching	12+	<p>Weight Management Coaching delivers weight management intervention for members 12 and older.</p> <p>Upon receiving physician clearance, the member can complete 6 Weight Management Coaching sessions with a health coach; about 1 call per month for a period of 6 months.</p>	<p>This program offers members 2 opportunities to earn rewards.</p> <ul style="list-style-type: none"> • Enroll in Weight Management Coaching and get an initial well-being checkup with your primary care provider (qualifies you for \$10 in rewards). • Complete the coaching program (a total of up to 6 calls) within 12 months of the first coaching session (qualifies you for \$20 in rewards). <p>Your rewards will appear in your Go365 account once we verify that you did the required number of calls.</p> <p>To enroll, call 800-955-0783 (TTY: 711). When prompted, select option 2.</p>

Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers our members opportunities to earn rewards for taking eligible healthy actions.

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. To take part in this program, members must:

- Download the Go365 for Humana Healthy Horizons app from the Apple Store® or Google Play® on a mobile device*
- Create an account to access and use the program
 - Members under 18 must have a parent or guardian register them in order to participate and engage with the program. The person completing the registration process for the minor must have the minor's Medicaid member ID.

Members who are age 18 and older can register to create a Go365 account. You must have your Medicaid member ID.

If you have a **MyHumana** account, you can use the same login information to access Go365 for Humana Healthy Horizons, after you download the app.

For each eligible Go365 activity you do, you can earn rewards and then redeem the rewards for gift cards in the Go365 in-app mall.

Rewards earned through Go365 have no cash value and must be earned and redeemed:

- By the end of the plan year, **or**
- 90 days past the end of the plan year if you have been continuously enrolled during the plan year or had a gap in enrollment of less than 180 days.

*All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.

Healthy activity rewards chart

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
Health Risk Assessment (HRA) Completion	All	\$25 in rewards (1 per lifetime)	<ul style="list-style-type: none"> • Complete your HRA within 90 days of enrollment with Humana Healthy Horizons <p>You can complete your HRA in 1 of 4 ways:</p> <ul style="list-style-type: none"> • Through the Go365 for Humana Healthy Horizons app, or • By filling out and sending the HRA back to us in the envelope you got in your welcome kit, or • 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time, or • By creating a MyHumana account and completing and submitting the HRA online (available only on desktop) <p>Your rewards will appear in your Go365 account:</p> <ul style="list-style-type: none"> • Once we receive your completed HRA and • Verify you sent it within the first 90 days of enrollment
Breast Cancer Screening	Female members 40+	\$50 in rewards (1 per year)	<ul style="list-style-type: none"> • Get a mammogram <p>Your rewards will appear in your Go365 account once we learn that you received a mammogram.</p>
Cervical Cancer Screening	Female members 21+	\$50 in rewards (1 per year)	<ul style="list-style-type: none"> • Get a cervical cancer screening (pap smear) <p>Your rewards will appear in your Go365 account once we learn that you received a cervical cancer screening.</p>
Colorectal Cancer Screening	Members 45+	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • Get a colorectal cancer screening as recommended by your primary care physician (PCP). <p>Your rewards will appear in your Go365 account once we learn that you received a colorectal cancer screening.</p>
Chlamydia Screening	All	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • Annual \$25 reward for female members who get a chlamydia screening when sexually active and as recommended by their healthcare provider
Digital Onboarding	All	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • One-time \$25 reward for downloading Humana’s mobile Go365 app and completing the registration

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
COVID-19 Vaccine	5+	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • Upload a photo of your completed vaccination card to Go365 within 90 days of completing the vaccination <p>Members who are vaccinated prior to enrollment in Humana Healthy Horizons in Ohio still can earn this reward. Upload proof of vaccination to your Go365 for Humana Healthy Horizons account within 90 days of enrollment.</p> <p>Your rewards will appear in your Go365 account once we receive the uploaded photo of your completed vaccination card.</p>
Diabetic Retinal Exam	Members with diabetes 21+	\$25 in rewards	<ul style="list-style-type: none"> • Have a retinal eye exam <p>Your rewards will appear in your Go365 account once we learn that you received a diabetic retinal exam.</p>
Diabetic Screening	Members with diabetes 21+	Up to \$50 in rewards (1 per year)	<ul style="list-style-type: none"> • Do a yearly screening with your PCP for HbA1c <p>Your rewards will appear in your Go365 account once we learn that you got a diabetic screening.</p>
Flu Vaccine	All	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • Receive a yearly flu vaccine • Upload a photo of documentation you receive after getting the flu vaccine (if you get the flu vaccine from someone other than a physician or at a pharmacy) <p>Your rewards will appear in your Go365 account once we learn that you received a flu vaccine.</p>
Postpartum Visit	Postpartum female members	\$50 in rewards (1 per pregnancy)	<ul style="list-style-type: none"> • Receive 1 postpartum visit within 7 and 84 days after delivery <p>Your rewards will appear in your Go365 account:</p> <ul style="list-style-type: none"> • Once we learn that you had a postpartum visit, and • Verify that it took place within 7 and 84 days after delivery.

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
Prenatal Visit	Pregnant female members	Up to \$105 in rewards (per pregnancy)	<ul style="list-style-type: none"> • Receive \$15 in rewards per prenatal visit you have during pregnancy, up to 7 prenatal visits total. <p>Your rewards will appear in your Go365 account:</p> <ul style="list-style-type: none"> • After learning of each prenatal visit
Tobacco and Vaping Cessation Coaching	12+	Up to \$50 in rewards (1 per year)	<ul style="list-style-type: none"> • Complete 2 calls within 45 days of enrollment in the Tobacco and Vaping Cessation Coaching program (qualifies you for \$25 in rewards) • Complete the full program (qualifies you for \$25 in rewards). <p>Members 18 and older can request nicotine replacement therapy.</p> <p>Your rewards will appear in your Go365 account once we verify you completed the required number of calls.</p> <p>To enroll, call 800-955-0783 (TTY: 711). When prompted, select option 1.</p>
Weight Management	12+	Up to \$50 in rewards (1 per year)	<p>This program will have 2 opportunities for members to earn rewards.</p> <ul style="list-style-type: none"> • Enroll in the Weight Management Coaching program and complete an initial well-being checkup with your PCP (qualifies you for \$25 in rewards) • Complete the full program (qualifies you for \$25 in rewards) <p>Your rewards will appear in your Go365 account once we verify you completed the required number of calls.</p> <p>To enroll, call 877-567-6450 (TTY: 711). When prompted, select option 2.</p>
Follow up After High-Intensity Care for Substance Use Disorder	All	\$25 in rewards	<ul style="list-style-type: none"> • A \$25 reward for members who received follow-up care within 30 days of an inpatient hospital discharge, residential treatment or detoxification visit for a diagnosis of substance use disorder. All members except OhioRISE.
Follow up After Hospitalization for Mental Illness	All	\$25 in rewards	<ul style="list-style-type: none"> • A \$25 reward for members who received follow-up care within 30 days after a hospital discharge for a diagnosis of select mental illness or intentional self-harm. All members except OhioRISE.
HPV Vaccine	9-13	\$50 in rewards (1 per lifetime)	<p>One-time \$50 reward for members who receive 2 doses of the HPV vaccine between their 9th and 13th birthday.</p>

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
Level of Care Video	19+	\$10 in rewards (1 per year)	Annual \$10 reward upon watching a short educational video about when to access the emergency room.
Notification of Pregnancy	Pregnant female members	\$25 in rewards (per pregnancy)	A \$25 reward when pregnant members notify Humana Healthy Horizons of pregnancy prior to delivery, once per pregnancy.
Well-Child Visits	Members between 0 and 15 months old	Up to \$90 in rewards	<ul style="list-style-type: none"> Do 6 well-child visits (\$15 in rewards per well-child visit) Your rewards will appear in your Go365 account once we learn that you had a well-child visit.
	Members between 16 and 30 months old	Up to \$30 in rewards	<ul style="list-style-type: none"> Do 2 well-child visits (\$15 in rewards per well-child visit) Your rewards will appear in your Go365 account once we learn that you had a well-child visit.
Wellness Visit	3+	\$50 in rewards (1 per year)	<ul style="list-style-type: none"> Do 1 annual wellness visit with PCP Your rewards will appear in your Go365 account once we learn that you had a wellness visit.

How to redeem your rewards:

After completing one or more healthy activities (as listed above):

- Your rewards will display in your Go365 account
- You can access the Go365 in-app mall through the app
- You can redeem your rewards for e-gift cards

Physician finder (Find a Doctor):

To use our online Find a Doctor service, go to [Humana.com/FindADoctor](https://www.humana.com/FindADoctor). You can look for and find doctors and other healthcare facilities by location and specialty.

MyHumana:

Use your Humana plan on the go with a **MyHumana** account. With a MyHumana account, you can:

- Review health plan activity, including status, summary, and detailed information of services you use
- Access your Humana member ID card with a single tap
- Find and change your primary care provider
- Find an in-network provider by specialty or location (may require location sharing enabled on your mobile device)

To register for a MyHumana account, go to **Humana.com/Registration**.

To sign in to your MyHumana account, go to **Humana.com/Login**.

Download the MyHumana app at no cost from the Apple App Store or Google Play on a mobile device.

Rewards have no cash value. The monetary amounts listed above are reward values, not actual dollars. For some rewards, your doctor has to tell us that you completed the healthy activity. Once we get this information from your doctor, you will see in the app the option to redeem the reward. For any reward you qualify to earn during the plan year (January 1, 2024 - December 31, 2024), we must get confirmation from your doctor by no later than March 15, 2025.

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the members to select a certain provider. Rewards may take 90 to 180 days or greater to receive. Rewards are non-transferrable to other Managed Care Plans or other programs.

Members will lose access to the Go365[®] app to the earned incentives and rewards if they voluntarily dis-enroll from the Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of the plan year (December 31), members with continuous enrollment will have 90 days to redeem their rewards.

Gift cards cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid, or other federal healthcare programs; alcohol; tobacco; e-cigarettes; or firearms. Gift cards must not be converted to cash. Rewards may be limited to once per year, per activity. Call Go365 at **888-225-4669 (TTY: 711)**, or visit **Humana.com/OhioGo365**, to learn more about the program.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **877-856-5702 (TTY: 711)**. We are available Monday through Friday, from 7 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 preferred 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, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. 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 **877-856-5702** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the:
 - **Ohio Department of Medicaid (ODM), Office of Civil Rights** by emailing **ODM_EEO_EmployeeRelations@medicaid.ohio.gov**, faxing **614-644-1434**, or mailing to the Ohio Department of Medicaid, Office of Human Resources, Employee Relations, P.O. Box 182709, Columbus, Ohio 43218-2709; or
 - **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/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

Auxiliary aids and services, free of charge, are available to you. **877-856-5702 (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 Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.

Language assistance services, free of charge, are available to you. **877-856-5702 (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.

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

French Creole (Haitian Creole): Kreyòl Ayisyen (French Creole) Rele nimewo ki e dike anwo a pou resevwa sèvis éd gratis nan lang.

नेपाली (Nepali): निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गर्नका लागि माथिको नम्बरमा फोन गर्नुहोस्।

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

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

Soomaali (Somali): Wac lambarka kore si aad u hesho adeegyada caawimaada luuqada oo bilaash ah.

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

Kinyarwanda (Burundi): Hamagara nomero yatanzwe haruguru kugira ngo uhabwe serivisi z'ubufasha bw'indimi ku buntu.

Kiswahili (Swahili): Piga simu kwa nambari iliyo hapo juu ili upate huduma za usaidizi wa lugha bila malipo.

O'zbekcha (Uzbek): Til yuzasidan bepul yordam olish uchun yuqoridagi raqamga qo'ng'iroq qiling.

پشتو (Pashto): د وړپا ژبې ملاتړ ترلاسه کولو لپاره پورته شمیرې ته زنگ ووهئ.

Türkçe (Turkish): Ücretsiz dil yardımı hizmetlerinden yararlanmak için yukarıdaki numarayı arayın.

دري (Dari): برای دریافت خدمات رایگان کمک زبانی با شماره بالا تماس بگیرید.

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