

2023 Health Plan Benefits at a Glance

Humana Gold Plus SNP-DE H1951-033 (HMO D-SNP) New Orleans

Plan Costs

Monthly plan premium	\$0
Part B deductible	\$0
Annual out-of-pocket maximum	\$0 in-network

In-Network

Doctor Office Visits

Primary care provider (PCP)	\$0 copay
Specialist	\$0 copay

Preventive Care

Including: Medicare covered screenings	Covered at no cost when you see an in-network provider
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Telehealth Services (in addition to Original Medicare)

Primary care provider (PCP)	\$0 copay
Specialist	\$0 copay
Urgent care services	\$0 copay
Substance abuse or behavioral health services	\$0 copay

Inpatient Care

Acute inpatient hospital care	\$0 copay
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Lab Services

Lab tests from lab facility	\$0 copay
Lab tests from outpatient hospital facility	\$0 copay

Outpatient Care

Outpatient surgery at ambulatory surgical center	\$0 copay
Physical therapy at therapy facility	\$0 copay
X-rays at outpatient hospital facility	\$0 copay
Diagnostic testing at outpatient hospital facility	\$0 copay

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Mental Health Services

Inpatient psychiatric hospital	\$0 copay
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Your plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital.

Specialist's office	\$0 copay
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Outpatient hospital	\$0 copay
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Partial hospitalization	\$0 copay
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Emergency Services

Urgently needed services at an urgent care center	\$0 copay
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Ambulance services	\$0 copay
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Emergency room	\$0 copay
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Additional Benefits & Programs

Humana Healthy Options Allowance	\$100 every month to use toward the purchase of food, over-the-counter (OTC) products, and home supplies from a national network of retailers. Additional uses include payment for utilities, internet, and pet care services. Please refer to the Summary of Benefits for more details. Unused amount expires at the end of the month. Allowance is available on the Humana Spending Account Card.
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HMO travel benefit	Included
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Routine dental services DEN290	Included
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Routine vision services VIS701	Included
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Routine hearing services HER945	Included
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Over-the-Counter (OTC) mail order	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
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Transportation services	\$0 copay for plan approved location up to unlimited one-way trip(s) per year. This benefit is not to exceed 50 miles per trip.
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SilverSneakers® fitness program	Included
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Personal Emergency Response System	Included
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Humana Well Dine® Meal Program	Included
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2023 Prescription Drug Benefits at a Glance

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\$0 Rx Copay Benefit If you qualify for "Extra Help", you will pay **\$0** for all Medicare Part D covered prescription drugs on your formulary, for all tiers, and through all stages.

Pharmacy options

Mail Order	Mail Order cost-sharing \$0	CenterWell Pharmacy™ Walmart Mail, PillPack Other pharmacies are available in our network. To find pharmacy mail order options, go to Humana.com/pharmacyfinder
Retail	Retail cost-sharing	All network retail pharmacies
For generic drugs (including brand drugs treated as generic), either:	30-day supply	90-day supply*
	\$0	\$0
For all other drugs , either:	\$0	\$0

You can get more out of your plan by doing the following:

- **Stay in-network.** You'll pay less for your drugs at in-network pharmacies.

Other pharmacies are available in our network.

*Some drugs are limited to a 30-day supply.

If you have questions and are a Humana member, please contact Customer Care at 1-800-457-4708 (TTY: 711). If you are not currently a Humana member, please contact a licensed Humana sales agent at 1-844-775-9622 (TTY: 711), 8 a.m. - 8 p.m. seven days a week from Oct. 1, 2022 - Mar. 31, 2023 and Monday through Friday the rest of the year.

Humana is a Coordinated Care (HMO D-SNP) plan with a Medicare contract and a contract with the Healthy Louisiana (Medicaid) program. Enrollment in this Humana plan depends on contract renewal.

If you are cost-share protected by the Healthy Louisiana (Medicaid), Humana Gold Plus SNP-DE H1951-033 (HMO D-SNP) providers aren't allowed to collect or bill you for services and items covered under Medicare Part A and Part B, including deductibles, coinsurance, and copayments – even when Medicaid payment is zero or a provider chooses to not submit to Medicaid. If a provider asks you to pay, that's against the law. You may however be responsible for a small Medicaid copayment.

If you are cost-share protected and you are billed or asked to pay the provider for deductibles, coinsurance, or copayments on covered Medicare Part A and Part B services tell your provider you are cost-share protected and can't be charged. If you have already made payment you have the right to a refund. If your provider will not stop billing, you can call Customer Care at 1-844-775-9622 or you can call Medicare at 1-800-Medicare (1-800-633-4227), (TTY 1-877-486-2048). Customer Care or Medicare can ask your provider to stop billing you and refund any payment you have made.

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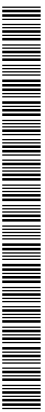
Telehealth services shown are in addition to the Original Medicare covered telehealth. Your cost may be different for Original Medicare telehealth.

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.

Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.



Get all your health plan details at
[Humana.com/Benefits](https://www.humana.com/Benefits)



Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618, **877-320-1235 (TTY: 711)**.

Auxiliary aids and services, free of charge, are available to you.

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.

This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.

Español (Spanish): Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711)**. Horas de operación: 8 a.m. a 8 p.m. hora del este.

繁體中文 (Chinese): 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。