



FREQUENTLY ASKED QUESTIONS FOR MEMBERS:

Humana's Employer Group Commercial Medical Products exit

Revised 2/21/2023

After much consideration, Humana has decided to no longer offer Employer Group Commercial Medical plans going forward. This change only applies to your Humana Medical plan and does not impact other insurance coverage you may have with Humana. Please be assured we will continue to provide the care, support, customer service and assistance you are accustomed to during this transition.

Your employer has been notified of this change and may offer you a new medical plan with another carrier. **Until then, your Humana Medical plan will continue as it does today, and you do not need to take any action.** Please check with your employer about future coverage options.

BENEFITS & SERVICE

I have a Humana Medical plan. Do I need to do anything?

No. **There is no immediate need to change your coverage and you can continue to use your benefits.** We will continue to provide the care, support, customer service and assistance you are accustomed to. If you have any questions, please check with your HR or associate benefits department, or the Humana service team by calling the number on the back of your ID card.

Will I have to switch to another health plan mid-year?

No, you will not have to switch to another health plan mid-year unless your employer chooses to change your plan. Your employer will let you know when your Medical plan will change and what option(s) you can select.

Is my prior authorization still good?

Yes, while you are a Humana Medical plan member, your authorizations will remain in place.

Will I still be able to get my prescriptions?

Yes, while you are a Humana Medical plan member, you can continue to fill your prescriptions according to your plan's Pharmacy benefits.

Can I still use the same in-network doctors, hospitals and care facilities?

Yes. While it is always possible that providers may choose to leave Humana's network, many of Humana's provider contracts have limitations on a provider's ability to leave prior to the end of the contract. You can also sign in to [MyHumana.com](https://www.mychumana.com) to find providers in your plan's network.

Will my claims get paid?

Yes, any submitted claims will continue to be paid according to your plan.

What will happen if I'm currently in a treatment plan when my company switches to a new Medical plan?

Continuity of Care legislation varies by state. Please check with your HR or associate benefits department or the Humana service team to find out what options you have for continued care for your current treatments with your new Medical plan.

How long will I have access to MyHumana to view my Medical claims and benefits?

You'll be able to access MyHumana for 18 months following termination of your Humana Medical coverage.

SAVINGS ACCOUNTS

What will happen to my Health Savings Account (HSA)?

When your Health Savings Account terminates, there are different options based on what your employer decides. If your employer decides not to offer a Health Savings Account with another carrier, then your current HSA will move to a retail account with the current custodial bank, and you will receive a new card. In that case, the relationship will be direct between you and the bank. If your employer decides to offer a Health Savings account with another carrier, then you can either leave your funds with the current custodial bank as a listed above or move your funds (fee may apply) to the new custodial bank.

What will happen to my Flexible Spending Account (FSA), Limited Flexible Spending Account (LFSA), Dependent Care Flexible Spending Account (DCFSA) and/or Health Reimbursement Arrangement (HRA) spending accounts? And by when do I have to use them?

When your Humana Medical coverage ends, FSA, DCFSA and/or HRA funds will need to be spent by the end of your plan year or grace period. Check with your benefits administrator for details.

GO365

Will anything change with the Go365 program?

No, the Go365 program benefits will remain the same until the Go365 program ends. Contact your HR representative or Benefits Administrator to find out when your Go365 program ends.

Can I still access Go365 the same way I do today?

Yes, you will continue to access Go365 the same way you do today using [Go365.com](https://go365.com) and/or the Go365 mobile app.

What will happen to my Go365 HealthyFood benefit?

Your Go365 HealthyFood benefit will remain in place until your employer's Go365 program ends.

Will I still be able to access Go365 Challenges?

Yes, you will still be able to access and participate in Go365 Challenges until your employer's Go365 program ends.

Will I lose my Go365 Bucks? If so, by when do I need to use them?

Your Go365 Bucks will expire when your employer's Go365 program ends. You will need to use/redeem them before your employer's Go365 program ends.

What will happen to Beacon gym check-ins and access to the gym network?

You will be rewarded for Beacon and other in-network fitness facility check-ins until your Go365 program ends.

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, ethnicity, marital status, religion, or language. 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 **877-320-1235** 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, **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: **800-927-HELP (4357)**, to file a grievance.

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.

Language assistance services, free of charge, are available to you. 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 지원스쿨 받으려면 위의 번호를 꼭 누르세요.

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 béesh 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

