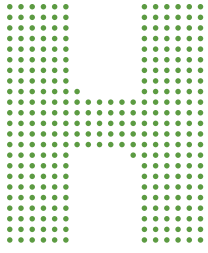




Welcoming your newborn to Humana Healthy Horizons

Humana
Healthy Horizons®
in Kentucky

KYHM767EN



Dear Member,

Congratulations on your new arrival! Your baby became a member of Humana Healthy Horizons® as of the month they were born. You don't have to enroll them. If you want to enroll your baby in a different health plan, call Humana Healthy Horizons, **800-444-9137 (TTY: 711)**, Monday – Friday, 8 a.m. to 6 p.m. Eastern time.

We know you're facing many changes in your life and have a lot to think about. But we want to remind you of a few things you can do now for your new baby—and yourself:

- Schedule a visit with the OB-GYN who delivered your baby within the first three weeks after giving birth. You may need more than one visit if your pregnancy or birth was considered high risk. Make sure to go to this visit even if you feel well.
- Medicaid coverage was recently expanded to cover 12 months after delivery. Take advantage of this expansion and schedule a visit with your primary care provider to decide the healthcare you may need over the next few months.
- Talk to your doctor or midwife about your family planning options.
- Take your baby to their doctor for vaccines and checkups.

Healthcare for babies

Children should see their doctors regularly from birth to 20 years of age to make sure they stay healthy. Members up to age 21 can get any medically necessary health service to treat, prevent or improve a health problem at no cost. This set of federal benefits is called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. The purpose of EPSDT is to find and treat health problems early. That way your child can have the best health possible. Visit [Humana.com/KentuckyKids](https://www.humana.com/KentuckyKids) for more information.

If you haven't picked a doctor for your baby, you can find one by:

- Using our Find a Doctor service at [Humana.com/FindADoctor](https://www.humana.com/FindADoctor)
- Reviewing our Provider Directory at [Humana.com/KentuckyDocuments](https://www.humana.com/KentuckyDocuments), or
- Calling Enrollee Services at the number on the back of your ID card



Enroll in HumanaBeginnings

Our HumanaBeginnings® program gives you extra care and support now that your baby is here, like:

- Coordination with your hospital, breastfeeding and newborn team
- Education and support for partners
- Family-planning information
- Free portable crib or car seat
- Newborn support care when needed
- Help getting other treatments and local services

A rewards program as unique as you are

We want to help you live your best life in your best health possible. Go365 for Humana Healthy Horizons is a wellness program that rewards you for taking healthy actions. You can redeem your rewards for e-gift cards. There are rewards for certain postpartum activities. Learn more at [Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365).

Remember, you have access to:


- Your care manager
- Other care management support at **888-285-1121 (TTY: 711)**, Monday – Friday, 7 a.m. – 7 p.m.

Humana Healthy Horizons is a Medicaid plan that does more—like more rewards and help for you and your family. We go above and beyond to bring you what you need, not just during big life events, but each and every day. We call that human care.

Wishing you and your baby much health and happiness.

HumanaBeginnings.

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 2024 plan year, we must get confirmation from your doctor by no later than March 15, 2025.



Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the member 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 Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31), members with continuous enrollment will have 90 days to redeem their rewards. E-gift cards may not be used for tobacco, alcohol, firearms, lottery tickets, and other items not supporting a healthy lifestyle.

Call Go365 at **888-225-4699 (TTY: 711)**, or visit **[Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365)**, to learn more about the program.

Feeding your newborn

Humana Healthy Horizons is here to help you give your baby the best nutrition possible. That way your baby thrives and grows! Here are some tips:

What to feed your baby

Breastmilk is the ideal food for babies (with some rare exceptions). Breastmilk can be given to the baby directly from the breast. You can also pump breastmilk and feed with a bottle. It is recommended to breastfeed within the first hour of a baby's life and continue as often and as much as baby wants. The American Academy of Pediatrics recommends breastfeeding exclusively for six months. That means no other food or drinks other than vitamin D. Then you can start adding in healthy foods that are right for their age while you breastfeed for up to 2 years old and beyond.

Infant formula should be used when breastfeeding is not possible.

Vitamin D supplements help your baby absorb calcium and phosphorus. Ask your baby's doctor if you should add vitamin D to your baby's diet.

Newborns should not drink water, juice, cereal or other fluids.

When to feed your baby

Watch for the signs your baby is ready to eat.

Early signs:

- Moving hands to the mouth
- Sucking on fists and fingers
- Lip smacking

Later signs:

- Fussiness
- Crying

Feeding your baby during the early signs of hunger makes the process easier for both you and your baby.

Signs your baby is full or needs a break:

- Baby stops sucking
- Baby closes their mouth
- Baby turns away from the nipple or the bottle

Try burping your baby or taking a break before offering more.

Things to consider:

- How much your baby eats may vary. Babies go through growth spurts and may need more food or may want to eat more often.
- You should expect to breastfeed or pump every 2-3 hours.
- Watch your baby more than the clock. Respond to early signs of hunger!



- **Look for:**
 - Weight gain
 - Wet diapers: 1 wet diaper on day 1 of life; 3 wet diapers on days 2-3; 4-5 wet diapers on days 4-6; 6-8 wet diapers by day 6 (about 1 wet diaper for each feeding)
 - Bowel movements
- Call the doctor if your baby isn't gaining weight, has too few wet diapers, is not passing stools or does not show interest in eating.
- Your pediatrician will weigh your baby at each visit and ask how much your baby is eating. This will help you know if baby's growth is on track.

How to feed your baby:

1. If using a breast pump and/or bottles, make sure all equipment is cleaned before each use. Read the instructions for your pump and bottle.
2. Wash your hands before making bottles or feeding your baby
3. Baby's milk does not need to be warmed before feeding, but if you choose to warm your baby's bottle:
 - Never use a microwave. It causes hot spots that can burn your baby's mouth and throat.
 - Place the bottle under running warm water.
 - Test the temperature. Put a few drops on the back of your wrist before giving it to your baby.
4. If feeding infant formula, make sure:
 - It is not expired.
 - The container is sealed and in good condition.
 - It is stored in a cool, dry, indoor place.
 - Once you open the container, use it within one month. Put the date on the lid when you open it.
 - The formula is meant for newborns and not toddlers.
 - The water you mix with the formula is from a safe source.
 - You use the amount of water listed on the instructions.
5. Use quickly or store safely.
 - Once you prepare infant formula you must use it within two hours or store in the fridge and use within 24 hours.

HumanaBeginnings is here to support you. Please call your care manager with any questions or concerns.

Make sure to make and keep your postpartum visits and to call your OB-GYN, midwife, nurse practitioner, or primary care provider with any concerns.

The year after your baby is born is the postpartum period (some people call it “the fourth trimester”). During this time women experience a lot of changes and challenges, physically and emotionally. Please reach out to the HumanaBeginnings team for support!



For more information, visit:

- <https://www.womenshealth.gov/breastfeeding/learning-breastfeed>
- <https://www.cdc.gov/nutrition/infantandtoddlernutrition/formula-feeding/choosing-an-infant-formula.html>

Helping your baby sleep safely

Make sure your baby is sleeping safely with these tips:

- Place your baby on their back for all sleep times.
 - Placing the baby on their back keeps them safe from choking.
 - Babies who sleep on their backs are less likely to die of sudden unexpected infant death syndrome.
 - If your baby rolls over on their own during sleep (from back to stomach) do not flip them over. Putting your baby to sleep on their back is what matters most to lower risks.
- Your baby should sleep alone in their own bed on a firm surface that is made for infants.
- Use a wearable blanket or sleep sack to keep baby warm without blankets in the sleep space.
- Keep your baby's face and head uncovered during sleep.
- Give babies their own sleep space in your room, apart from your bed.
- Use a firm and flat sleep surface, like a mattress in a safety-approved crib.
- Covered the bed with a fitted sheet and put no other bedding or soft items in the sleep space.

A safe sleep space for babies has no bumpers, pillows, blankets or toys. It's a good idea to keep your baby in the room where you sleep for at least the first six months and even for your baby's first year. Do not put your baby to sleep in an armchair, couch, car seat, infant carrier, infant sling, stroller or swing.

When putting your baby to sleep, remember the ABCDs:

- **Alone:** Always place your baby alone in their crib to sleep. Remove all bumpers, pillows or toys from the crib.
- **Back:** Always place your baby on their back and not on their side or stomach.
- **Crib:** Always place your baby in a safety-approved crib or bassinet in your room.
- **Danger:** Do not use drugs or alcohol when caring for your baby.

According to the National Sleep Foundation, babies should get 14-17 hours of sleep in a 24-hour period. Newborns will sleep throughout the day and wake every couple of hours to eat. Breastfeeding has shown to reduce the risk of sudden infant death syndrome (SIDS). If you have questions about your baby's sleep, talk with your pediatrician.



To reduce the risk of SIDS and other causes of infant death during sleep:

- Avoid alcohol and using substances after your baby is born.
- Do not smoke or allow smoking around your baby or where your baby spends time.
- Dress your baby in sleep clothing, such as a wearable blanket. Do not over-bundle.
- Give your baby a pacifier—but do not attach the pacifier to anything, like clothing, stuffed toys or blankets.
- Give your baby “tummy time” when they’re awake and someone is watching.
- Breastfeed your baby for at least six months if able to do so.

The National Institutes of Health has more information about tummy time available at <https://safetosleep.nichd.nih.gov/safesleepbasics/tummytime>.

Have questions about safe sleep? Call your HumanaBeginnings care team.

Having a baby can be hard and bring up a mix of feelings

HumanaBeginnings wants to help you have the healthiest pregnancy and postpartum period you can. Your body goes through many changes during pregnancy. While you expect to be joyful, sometimes you might feel sad, worried and tired. Many refer to this as “baby blues.”

Postpartum depression is depression that occurs after you give birth to your baby. The symptoms of postpartum depression can be more intense and last longer than those of the “baby blues.” Postpartum anxiety is intense worrying after giving birth.

Depression and anxiety during and after pregnancy are common. And there are ways to fix it. But the signs and symptoms **are not** the same for everyone. This is why it is important to listen to your body and mind. Getting help early can help you start feeling better faster.

Depression and anxiety are caused by factors in your body, your mind and your situation. Your hormones are changing. You are caring for a baby. And you have less time to sleep! Though many factors can cause anxiety and depression, there are many ways to treat it, too:

- Therapy
- Medication
- Getting help from your community and support groups
- Working with Humana’s Care Management team
- Asking for help from friends and family
- Walking or getting exercise
- Eating a healthy diet
- Sleeping when you can



Don’t ignore your symptoms. Don’t be afraid to talk to a doctor if you don’t feel like yourself. Your body goes through many changes during and after pregnancy. It can be difficult to know the cause of your symptoms, so talking to your physician is the first step to making sure you stay healthy.

Having a baby can be hard and bring up a mix of feelings

Possible symptoms of depression and/or anxiety

Physical	Emotional	Behavioral
<ul style="list-style-type: none"> • Sleep problems (too much or too little) • Increased heart rate or heart palpitations • Appetite changes (eating too much or not wanting to eat) • Muscle tension, pain • Joint pain • Headaches • Back pain • Feeling short of breath 	<ul style="list-style-type: none"> • Unable to relax or stay calm • Racing thoughts • Anger, stress • Feeling on edge or fearful • Feeling scared or panicked • Blaming yourself when things go wrong • Not looking forward to things • Crying a lot • Feeling sad or numb • Feeling like you cannot care for yourself or your baby • Having thoughts of harming yourself or your baby • Feeling hopeless or in total despair 	<ul style="list-style-type: none"> • Avoiding people or places (especially if you didn't before) • Being very cautious about things that aren't unsafe • Wanting to control • Checking things over and over

Please make and keep all prenatal and postpartum care visits, including visits with your primary care physician, OB-GYN, behavioral health visits and lab work.

Getting the care you need helps you, your baby, your family and your community. Humana is here to support you and help you find the care you need.



If you feel hopeless or feel like you may hurt yourself or your baby:

Call **911** or call or text the National Suicide Prevention and Crisis Lifeline at **988**. They offer free and private support. They discuss more than just suicide.

You can also call the National Maternal Mental Health Hotline a 24/7, Free, Confidential Hotline for Pregnant and New Moms in English and Spanish.

The National Maternal Mental Health Hotline can help. Call or text **833-943-5746** (**833-9-HELP4MOMS**). TTY users can use a preferred relay service or dial **711** and then **833-943-5746**.

Action plan for depression and anxiety around pregnancy

Having a baby brings a mix of emotions, including feeling sad and feeling overwhelmed. Many women experience deeper signs of depression and anxiety before and after birth. Be prepared. Watch for the signs.

If you...

- Feel like you just aren't yourself
- Have trouble managing your emotions
- Feel overwhelmed but are still able to care for yourself and your baby

You may be experiencing mood swings that happen to many pregnant women and new moms.

These feelings typically go away after a couple of weeks.

- Take special care of yourself. Get your partner to watch the baby, get a babysitter, or team up with another mom to share child care so that you can rest and exercise.
- Continue to watch for the signs of depression and anxiety in the yellow and plum sections on the next page. If things get worse, find someone to talk to. Talk to a health care provider if you feel unsure.
- You can talk to HumanaBeginnings Care Team at **888-285-1121 (TTY: 711)**

Action plan for depression and anxiety around pregnancy

If you...

- Have feelings of intense anxiety that hit with no warning
- Feel foggy and have difficulty completing tasks
- Feel “robotic,” like you are just going through the motions
- Have little interest in things that you used to enjoy
- Feel very anxious around the baby and your other children
- Have scary, upsetting thoughts that don’t go away
- Feel guilty and feel like you are failing at motherhood

You may be experiencing postpartum depression and anxiety.

These feelings will not go away on their own.

- Get help. Contact your health care provider or visit a clinic.
- Call the Postpartum Support International at **800-944-4PPD (4773)** to speak to a volunteer who can provide support and resources in your area.
- Call or text the National Maternal Mental Health Hotline at **833-852-6262 or 833-TLC-MAMA** for 24/7 confidential support
- Call the Behavioral health crisis line **833-801-7355 (TTY: 711)**
- Talk to your partner, family, and friends about these feelings so they can help you.

If you...

- Feel hopeless and total despair
- Feel out of touch with reality (you may see or hear things that other people don’t)
- Feel that you may hurt yourself or your baby



Get help now!

- Call **911** for immediate help.
- Call or Text **988** the Suicide and Crisis Lifeline.

Depression and anxiety happen. Getting help matters.

To learn more, visit nichd.nih.gov/MaternalMentalHealth.

To find a mental health provider in your area, call **800-662-HELP (4357)**.

Pregnancy and heart health



Your heart during pregnancy

Pregnancy comes with a lot of emotions. You might feel excitement and joy, but also worry or nervousness. You can ease your concerns by learning and preparing for pregnancy. Your heart health is a great place to start—and that includes learning about preeclampsia.

Understanding preeclampsia

If you're pregnant or planning your pregnancy, talk to your doctor about preeclampsia. This is a common condition that many people don't know about. It can occur after the 20th week of pregnancy—or after about four-and-a-half months. Preeclampsia involves high blood pressure and can lead to serious issues if not treated.

Are you at risk?

You may be at a higher risk if you:

- Are over 40
- Are pregnant for the first time
- Had preeclampsia in a past pregnancy
- Are carrying multiple babies
- Used in vitro fertilization
- Have a family history of preeclampsia
- Had type 1 or type 2 diabetes before pregnancy
- Are obese
- Have lupus or a history of thrombophilia

Spotting the signs

If you experience any of the following symptoms, please reach out to your healthcare provider right away:

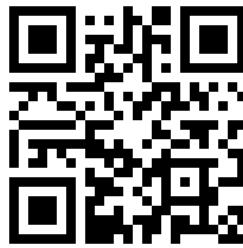
- Swelling in hands or face
- Sudden weight gain
- Persistent headache
- Breathing difficulties
- Pain on the right side below the ribs
- Reduced urination
- Nausea and vomiting
- Lightheadedness
- Vision changes

How to stay heart healthy during pregnancy

Taking care of your heart health is key to a healthy pregnancy. Here are some ways you can stay heart-healthy:

- Adopt a heart-healthy diet.
- Exercise regularly.
- Attend all your prenatal checkups.

Scan QR code to learn more



Checking your blood pressure accurately

Make sure your blood pressure readings are as accurate as possible by following these steps:

- Avoid exercise, caffeine and smoking for 30 minutes before testing.
- Empty your bladder.
- Uncover your arm for the cuff.
- Rest for at least five minutes before the test.
- During the test, sit with your feet flat on the floor, avoid talking and support your arm at heart level.

If you are at risk for preeclampsia, take extra care and have your blood pressure checked regularly. Working closely with your doctor will help you manage the risk.

Guide to family planning

It's nice to feel like you're in control. Like you know what's coming so you can prepare for it. Planning for the growth of your family is no different. You want have some control over when you choose to have children.

There are many options for birth control and family planning. Here is some information you may find helpful.

Birth control methods: how well do they work?

Some birth control methods work better than others

Some birth control methods work better than others. The chart that follows compares how well different methods work to prevent pregnancy.

The most effective way to prevent pregnancy is to not have sex (abstinence). However, it's a good idea even for people who don't plan to have sex to learn about birth control.

Couples who do have sex need to use birth control properly and consistently to prevent pregnancy. For example, the birth control pill can be effective in preventing pregnancy. But if pills are skipped, it isn't an effective method. Condoms can be an effective form of birth control too. But forgetting to use one or not using one correctly is not an effective way to prevent pregnancy.

Birth control methods chart and ratings

For every 100 couples using each type of birth control, this chart shows how many of these couples will get pregnant within a year. Some birth control methods may be less effective for teen users. For example, teens who use fertility awareness (also called the rhythm method) may have an even greater chance of getting pregnant than adults because their bodies have not yet settled into a regular menstrual cycle.

We list the effectiveness of different birth control methods based on their typical use rates. Typical use refers to how the average person uses that method of birth control (compared with "perfect" use, which means no mistakes are made in using that method).



Here are the ratings and what they mean:

- **Completely effective:** no couples will become pregnant while using that method
- **Very effective:** 1–2 out of 100 couples become pregnant while using that method
- **Effective:** 2–12 out of 100 couples become pregnant while using that method
- **Moderately effective:** 13–20 out of 100 couples become pregnant while using that method
- **Less effective:** 21–40 out of 100 couples become pregnant while using that method
- **Not effective:** more than 40 out of 100 couples become pregnant while using that method

Besides preventing pregnancy, abstinence and condoms provide some protection against sexually transmitted diseases (STDs). Most other birth control methods do not provide much protection against STDs, so condoms should also be used.

Birth control methods: comparison chart

Birth control method	Couples using this method who get pregnant in a year	How well it works to prevent pregnancy	Protection against STDs?
Abstinence	None	Completely effective	Yes
Birth control implant	Fewer than 1 out of 100	Very effective	No
IUD	Fewer than 1 out of 100	Very effective	No
Birth control patch (“the patch”)	9 out of 100	Effective	No
Birth control pill (“the pill”)	9 out of 100	Effective	No
Birth control ring (“the ring”)	9 out of 100	Effective	No
Birth control shot	6 out of 100	Effective	No
Emergency contraception (morning after pill)	up to 11 out of 100 (if taken within 72 hours after unprotected sex)	Effective	No
Male condom	18 out of 100	Moderately effective	Yes
Diaphragm	12 out of 100	Moderately effective	No
Female condom	21 out of 100	Less effective	Yes
Fertility awareness	24 out of 100	Less effective	No
Spermicide	29 out of 100	Less effective	No
Withdrawal (“pulling out”)	27 out of 100	Less effective	No
Sex without birth control	85 out of 100	Not effective	No

Choosing a birth control method based on how well it works is important. But also think about:

- How easy the birth control method is to use
- How much it costs
- Whether you have a health condition or take medicine that could affect how well a particular birth control method works

Note: All information is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.

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Vaccine-preventable diseases and the vaccines that prevent them

Disease	Vaccine	Disease spread by	Disease symptoms	Disease complications
Chickenpox	Varicella vaccine protects against chickenpox.	Air, direct contact	Rash, tiredness, headache, fever	Infected blisters, bleeding disorders, encephalitis (brain swelling), pneumonia (infection in the lungs)
Diphtheria	Diphtheria DTaP* vaccine protects against diphtheria.	Air, direct contact	Sore throat, mild fever, weakness, swollen glands in neck	Swelling of the heart muscle, heart failure, coma, paralysis, death
Hib	Hib vaccine protects against <i>Haemophilus influenzae</i> type b.	Air, direct contact	May be no symptoms unless bacteria enter the blood	Meningitis (infection of the covering around the brain and spinal cord), intellectual disability, epiglottitis (life-threatening infection that can block the windpipe and lead to serious breathing problems), pneumonia (infection in the lungs), death
Hepatitis A	HepA vaccine protects against hepatitis A.	Direct contact, contaminated food or water	May be no symptoms, fever, stomach pain, loss of appetite, fatigue, vomiting, jaundice (yellowing of skin and eyes), dark urine	Liver failure, arthralgia (joint pain), kidney, pancreatic and blood disorders
Hepatitis B	HepB vaccine protects against hepatitis B.	Contact with blood or body fluids	May be no symptoms, fever, headache, weakness, vomiting, jaundice (yellowing of skin and eyes), joint pain	Chronic liver infection, liver failure, liver cancer

Disease	Vaccine	Disease spread by	Disease symptoms	Disease complications
Influenza (Flu)	Flu vaccine protects against influenza.	Air, direct contact	Fever, muscle pain, sore throat, cough, extreme fatigue	Pneumonia (infection in the lungs)
Measles	MMR** vaccine protects against measles.	Air, direct contact	Rash, fever, cough, runny nose, pink eye	Encephalitis (brain swelling), pneumonia (infection in the lungs), death
Mumps	MMR**vaccine protects against mumps.	Air, direct contact	Swollen salivary glands (under the jaw), fever, headache, tiredness, muscle pain	Meningitis (infection of the covering around the brain and spinal cord), encephalitis (brain swelling), inflammation of testicles or ovaries, deafness
Pertussis	DTaP* vaccine protects against pertussis (whooping cough).	Air, direct contact	Severe cough, runny nose, apnea (a pause in breathing in infants)	Pneumonia (infection in the lungs), death
Polio	IPV vaccine protects against polio.	Air, direct contact, through the mouth	May be no symptoms, sore throat, fever, nausea, headache	Paralysis, death
Pneumococcal	PCV13 vaccine protects against pneumococcus.	Air, direct contact	May be no symptoms, pneumonia (infection in the lungs)	Bacteremia (blood infection), meningitis (infection of the covering around the brain and spinal cord), death
Rotavirus	RV vaccine protects against rotavirus.	Through the mouth	Diarrhea, fever, vomiting	Severe diarrhea, dehydration

Disease	Vaccine	Disease spread by	Disease symptoms	Disease complications
Rubella	MMR** vaccine protects against rubella.	Air, direct contact	Sometimes rash, fever, swollen lymph nodes	Very serious in pregnant women—can lead to miscarriage, stillbirth, premature delivery, birth defects
Tetanus	DTaP* vaccine protects against tetanus.	Exposure through cuts in skin	Stiffness in neck and abdominal muscles, difficulty swallowing, muscle spasms, fever	Broken bones, breathing difficulty, death

* **DTaP** combines protection against diphtheria, tetanus, and pertussis. ** **MMR** combines protection against measles, mumps, and rubella. Vaccines for Your Children. The Centers for Disease Control and Prevention. <https://www.cdc.gov/vaccines/parents/>. Last accessed September 2, 2022. Last updated January 2020 • CS314226-B

FOOTNOTES: ¹ Influenza - Two doses given at least four weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

² **HepA** - Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the first dose. All children and adolescents over 24 months of age who have not been vaccinated should also receive 2 doses of HepA vaccine. If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child’s doctor about additional vaccines that he or she may need.



Notes



Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-444-9137 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 p.m., Eastern Time. We can help you at no cost to you. We can explain the document in English or in your first 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, 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 **800-444-9137** 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>.

Auxiliary aids and services, free of charge, are available to you. **800-444-9137 (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 Kentucky is a Medicaid Product of Humana Health Plan Inc.

Language assistance services, free of charge, are available to you.
800-444-9137 (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.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

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

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

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

Srpsko-hrvatski (Serbo-Croatian): Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

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

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Deutsch (Pennsylvania Dutch): Ruf die Nummer owwe fer koschdefrei Hilf in dei eegni Schprooch.

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

Oroomiffa (Oromo): Tajaajila gargaarsa afaan argachuudhaf bilbila armaan oli irratti bilbilaa.

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

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Ikirundi (Bantu – Kirundi): Hamagara izo numero ziri hejuru uronswe ubufasha kwa gusa bw'uwugusobanurira mu rurimi wumva.



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