

# Care Highlight member FAQ

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## **Should I change my physician based on these ratings?**

Choosing a physician who is right for you is important. Ratings can help guide you, but they shouldn't be the only thing you consider. Talk with your physician and others you trust to help you make the best choice for your healthcare needs.

## **Will the ratings affect my premium or benefits?**

These ratings are available to help you make informed healthcare decisions and will not affect your premium or benefits.

## **Will my physician be paid differently based on his or her ratings?**

These ratings will not affect payments to your physician.

## **Do you rate physicians in my state?**

Currently, Care Highlight® is available in 49 states (all except Alaska) and the District of Columbia. However, ratings may not be available for all plans in these geographies.

## **Why doesn't my physician have a rating?**

We may not have enough information to produce a rating, or your physician may practice in a specialty or location that is outside the scope of the Care Highlight program.

## **How often are ratings updated?**

Reviews take place each year. Updated ratings will be available at [Humana.com/find-care](https://www.humana.com/find-care) by mid-March of each year.

## **How does Humana use the rating information?**

We use rating information to help improve the network of physicians available to you. We also share this information with physicians in our network.

## **Where can I find detailed information about how the ratings are determined?**

More information about how ratings are determined is available in this document: Physician Effectiveness and Efficiency Manual.

## **What do I do if I have additional questions or concerns?**

You can talk with a Customer Care specialist Monday – Friday, 8 a.m. – 8 p.m., local time, by calling the toll-free telephone number on the back of your Humana member ID card.

## **What do I do if I have a complaint about the information provided?**

Call the toll-free number on the back of your Humana member ID card or submit a complaint in writing to:

### **Medicare members:**

Humana  
P.O. Box 14165  
Lexington, KY 40512-4165

### **Medicaid members:**

Humana  
P.O. Box 14546  
Lexington, KY 40512-4546

