

Caregiver's Toolkit

Helping you so
you can help
your loved one

Developed for you
by Humana



Humana
Healthy Horizons[®]
in Virginia

Dear Caregiver,

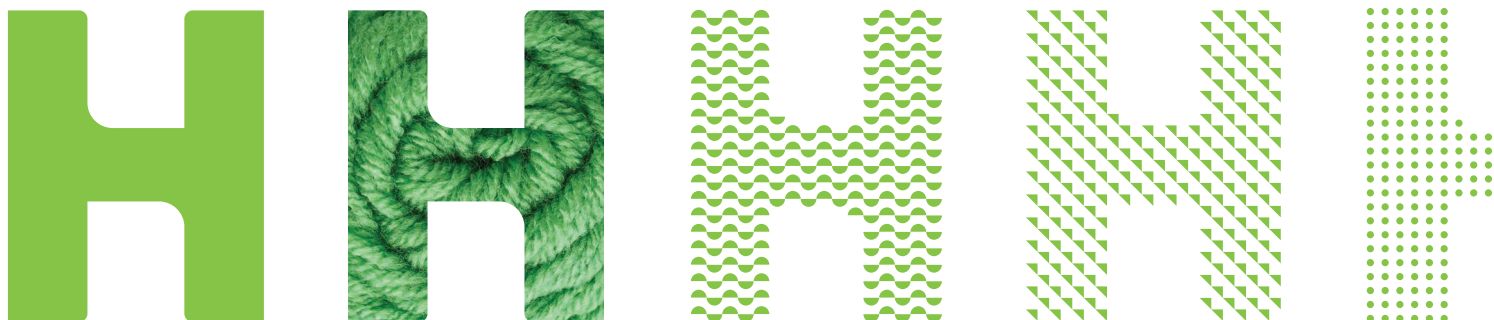
Thank you for all you do to help our members manage their care. Humana Healthy Horizons® in Virginia is pleased to provide benefits and services for our members in Virginia.

At Humana Healthy Horizons, we understand how important your role is, and we're committed to supporting you as you support your loved one. The information and resources in this toolkit can help make it easier to manage day-to-day tasks, and care for your loved one and yourself.

The toolkit may help you:

- Record medical conditions, family history, medications and allergies
- Document notes and follow-ups from doctor appointments
- Organize bills, medical records and insurance forms
- Identify resources that may be available to your loved one, such as disease management programs
- Simplify housework, cooking and your daily routine
- Recognize and take steps to reduce your stress

Supporting our members' whole health means making sure the people who care for them have tools and real help within reach. For more information on caring for others, visit [Humana.com/Caregiver](https://www.humana.com/Caregiver). To download and print additional copies of this book or any of its pages, go to [Humana.com/VirginiaDocuments](https://www.humana.com/VirginiaDocuments).



Humana®

What's inside your caregiver's toolkit

This all-in-one resource puts information and tools right at your fingertips so you can focus on what matters—caring for your loved one.

In each section you'll find tearaway worksheets, lists and more to help you stay organized and make your job a little easier.

1

Medical history

Medical conditions

Record medical conditions and illnesses that may affect your loved one or run in the family.

Medicines and allergies

List medications and supplements your loved one takes, plus any allergies to medicines.

Procedures and hospitalizations

Write down all of your loved one's procedures and hospitalizations.

2

Contact information

Emergency contacts

Keep this form by the phone or carry it with you.

Important contacts

Keep important contacts' numbers handy for easy reference.

3

Follow-ups and reminders

Doctors' notes

Write down instructions and other important information after doctor visits.

Daily routine

Make note of medication, meal and nap times for day-to-day consistency.

Preventive screenings

Keep all tests and screenings results handy for easy sharing with doctors.

4

Caregiver support

Caring for yourself

Take care of your own health so you can care for your loved one.

Guidance with your well-being in mind

Learn to streamline daily tasks and responsibilities.

Health and safety tips

Help reduce hazards and keep your home safe.

Financial resources

Access resources to help you manage your loved one's finances.

Communication

Learn to communicate effectively with providers and your loved one.

Getting out and about

Leave the house hassle-free with less stress.

Ideas for staying active together

Bond and have fun with your loved one.

Making mealtime more enjoyable

Eat better and spend less time cooking and shopping.

5

Relieving caregiver stress

Reduce your stress and live more fully

Recognize the causes and manage your stress.

Depression

Learn about important resources and support.

6

Caregiver resources

Support for Humana members

Help your loved one access tools available to them.

Notes

Write down important reminders and more.



1

Medical history

Document everything that may affect your loved one's care

- Medical conditions
- Medicines and allergies
- Procedures and hospitalizations

Medical conditions

Check any of the conditions your loved one or a family member has had.

Medical condition	Personal history	Family history
Alzheimer's disease	_____	_____
Arthritis	_____	_____
Asthma	_____	_____
Back pain	_____	_____
Blood disorders	_____	_____
Cancer	_____	_____
Chest pains	_____	_____
Chronic lung disease	_____	_____
Chronic pain	_____	_____
Delayed development	_____	_____
Dementia	_____	_____
Depression	_____	_____
Diabetes	_____	_____
Hearing problems	_____	_____
Hepatitis	_____	_____
High blood pressure	_____	_____
High cholesterol	_____	_____
HIV or AIDS	_____	_____
Kidney (renal) failure	_____	_____
Migraine headaches	_____	_____
Multiple sclerosis	_____	_____
Osteoporosis	_____	_____
Parkinson's disease	_____	_____
Seizures	_____	_____
Skin problems	_____	_____
Sleep disorders	_____	_____
Stomach disorders	_____	_____
Stroke	_____	_____
Thyroid problems	_____	_____
Vision problems	_____	_____
Other _____	_____	_____

Procedures and hospitalizations

List hospitalizations, surgeries and other medical and dental procedures.
Keep this form up to date and be sure your loved one takes it to all doctor visits.

Procedure/reason for hospitalization	Attending doctor	Hospital	Date
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Procedures and hospitalizations (cont.)

List hospitalizations, surgeries and other medical and dental procedures.
Keep this form up to date and be sure your loved one takes it to all doctor visits.

Procedure/reason for hospitalization	Attending doctor	Hospital	Date
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			



2

Contact information

**Have the numbers you need
all in one place**

- **Emergency contacts**
- **Important contacts**

Emergency contacts

Keep this form by the phone, carry it with you or add these emergency phone numbers to the contact list on your phone.

Police department:

Fire department:

Poison control: 1-800-222-1222

Emergency contact 1:

Phone:

Relationship:

Emergency contact 2:

Phone:

Relationship:

Primary care physician:

Address:

Phone:

Doctor and type of practice:

Address:

Phone:

Doctor and type of practice:

Address:

Phone:

Preferred hospital:

Address:

Phone:

Important contacts

Fill in and keep these numbers handy for easy reference.

Preferred pharmacy:

Address:

Phone:

Religious contact:

Address:

Phone:

Neighbor:

Address:

Phone:

Other:

Address:

Phone:

Other:

Address:

Phone:

Other:

Address:

Phone:

Other:

Address:

Phone:



3

Follow-ups and reminders

Organize important information to keep your loved one's care on track

- Doctors' notes
- Daily routine
- Preventive screenings

Doctors' notes

Fill out after every doctor visit.

Making the most of each visit

Follow these scheduling tips for an appointment:

- Avoid Mondays, the busiest day for most doctors
- Ask for the first appointment of the day or first appointment after lunch to avoid long wait times
- Fill out forms ahead of time
- Take notes during the appointment

What to bring:

- Humana member ID card and photo ID
- Questions for the doctor
- Health history and medical records you'd like to discuss
- List of medications, other doctors and preferred pharmacies

Doctor:	Date:
<hr/>	
Tests ordered/results:	<hr/>
Restrictions (dietary):	<hr/>
Instructions:	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Doctor:	Date:
<hr/>	
Tests ordered/results:	<hr/>
Restrictions (dietary):	<hr/>
Instructions:	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Doctors' notes (cont.)

Fill out after every doctor visit.

Doctor: _____ **Date:** _____

Tests ordered/results: _____

Restrictions (dietary): _____

Instructions: _____

Doctor: _____ **Date:** _____

Tests ordered/results: _____

Restrictions (dietary): _____

Instructions: _____

Doctor: _____ **Date:** _____

Tests ordered/results: _____

Restrictions (dietary): _____

Instructions: _____

Daily routine

Make note of your loved one's medication, meal and nap times for day-to-day consistency.

EXAMPLE

Morning ✓ Meal ✓ Medication	Notes: Serve breakfast at 8:30 a.m. Give morning medication at 10 a.m. after eating breakfast.
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Morning	Notes:
Noon	Notes:
Afternoon	Notes:
Evening	Notes:
Midnight	Notes:

Daily routine (cont.)

Make note of your loved one's medication, meal and nap times for day-to-day consistency.

Morning	Notes:
Noon	Notes:
Afternoon	Notes:
Evening	Notes:
Midnight	Notes:

Preventive screenings

The Centers for Disease Control and Prevention (CDC) recommends these common screenings for people of average risk.*

Screenings and exams	Who	How often
Blood pressure	Men and women 18+	Regular healthcare visits or once every 1–2 years (if b/p reading is less than 120/80) More often if your loved one has high blood pressure or diabetes
Bone density test/ osteoporosis screening	Women 65+ and men 70+ For those at risk, women under 65 and men 50–70	Every 2–3 years
Physical exam	Men and women 18+ Children 18 and under	Once a year Consult your pediatrician Visits should include a regular exam and any necessary shots
Colorectal cancer screening options Fecal occult blood test Multitarget stool DNA test Barium enema Flexible sigmoidoscopy Colonoscopy	Men and women 45 to 75	Test options include: Annually Every 3 years Every 4 years Every 4 years Every 10 years, high-risk every 2 years

* This material is for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional. You should consult with your doctor to determine what is right for you.

Preventive screenings (cont.)

The CDC recommends these common screenings for people of average risk.*

Screenings and exams	Who	How often
Comprehensive eye exam	Men and women 50+	Annually If your loved one has diabetes, test for diabetic retinopathy annually
Diabetes	Men and women 40+ unless there is increased risk	Every 3 years For people with diabetes, twice annually HbA1c test, LDL cholesterol test, kidney test and an eye exam are recommended
Breast cancer screening	Women 40+	Every 1–2 years Over 55, every other year (mammogram)
Pap tests and pelvic exams	Women 18+	Ask your doctor
Cholesterol	Men and women 18+	Every 5 years, or annually if your loved one has above normal levels
Prostate exam	Men 50+	Tests include digital rectal exam and prostate-specific antigen test. Talk to your doctor about which tests and schedule are best.
Flu shot	Men, women and children 6 months+	Annually
Pneumonia shot	Men and women 65+	One time (may need a booster)

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4

Caregiver support

Maintain your own health, happiness and well-being

- Caring for yourself
- Guidance with your well-being in mind
- Health and safety tips
- Financial resources
- Communication
- Getting out and about
- Ideas for staying active together
- Making mealtime more enjoyable

Caring for yourself

When you're caring for someone else, it's important to care for yourself, too. Be sure to stay up to date with doctors' appointments and medical needs, and make time for hobbies and the things you love to do.

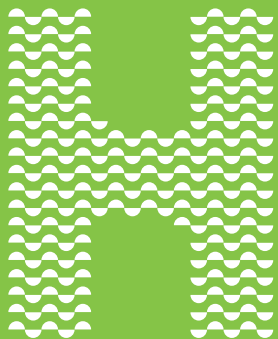
Take care of your health

- Get regular medical checkups
- Exercise regularly—even if it's just a walk around the block*
- Try to eat healthy foods
- Get plenty of sleep

Take care of your whole self

- Schedule downtime every day
- Create a quiet space in your home where you can go to relax
- Find ways to streamline daily tasks
- Ask friends and family for help
- If possible, hire professional help, such as a cleaning service or care provider
- Keep a journal to record good things about each day—and how they made you feel

* Talk to your doctor before starting any new exercise program.



Managing your loved one's health starts with caring for your own well-being.

Guidance with your well-being in mind

Have more energy, feel better and improve your mood. Here are some ways to help ensure you eat right, get enough exercise, and have help and support if you need it.

Simple exercise tips

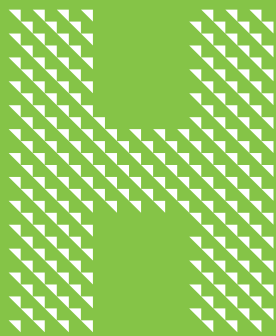
- Get outside and walk.
- Take the stairs instead of the elevator or escalator.
- Walk or ride a bike instead of driving.
- Dance. Turn on some music while you clean.
- Utilize your home and household items—many common items can be used to exercise, from chairs to cans of food.

Simple ways to eat healthy

- Control your portion size.
Try using smaller-size dishes.
- Eat slower. It'll give your body time to digest and you'll feel fuller faster.
- Eat a well-balanced diet filled with nutrient-rich foods like whole grains, spinach, berries and nuts.
- Drink plenty of water. It will keep you feeling fuller throughout the day.
- Don't skip meals. It can lead to out-of-control hunger and overeating.

It's OK to ask for help

- Family members and friends may be able to help and offer emotional support.
- Support groups can connect you with people in similar situations.
- Professional services, like cleaners or caregivers, can give you a break.



Remember, always talk to your doctor before beginning a new exercise program or making any changes to your diet.

Health and safety tips

Keep supplies stocked and take steps to help protect your safety and that of your loved one. This may make your job easier, prevent trips to the doctor or drugstore and give you peace of mind.

Equipment and supplies to keep on hand

- Latex-free gloves
- Antibacterial ointment
- Rubbing alcohol
- Bandages
- Aspirin
- Extra sheets and blankets
- Hand sanitizer
- Thermometer
- Hydrogen peroxide
- Baby wipes
- Cotton swabs

Protection for you

- Wear gloves if you come in contact with bodily fluids
- Properly dispose of soiled linens and dressings by placing them in separate garbage or laundry bags
- Wash your hands frequently
- Designate and organize an area for supplies that is out of the reach of children
- Properly clean up blood and bodily fluids with one part chlorine bleach and 10 parts water

Preventing falls at home

- Keep high-traffic areas clear of toys, wires, shoes and other objects
- Secure area rugs from slipping, bunching and sliding
- Make sure stairs have handrails and are well lit
- Install grab bars in the shower or a stool riser for the toilet if needed
- Keep commonly used items at eye level and within easy reach

Financial resources

If you are authorized under state law and/or have power of attorney for financial decisions for your loved one, here are some financial resources that may be helpful to you.

Your financial responsibilities may involve:

- Bill paying
- Cash deposits and withdrawals
- Insurance and benefits claims
- Savings and investment decisions
- Tax preparation

What you should know about your loved one's finances

- Location of all financial and legal records (e.g., will)
- Monthly expenses
- Monthly income
- Insurance details
- Up-to-date financial planning

Ways to help with a loved one's finances

- Be aware of any out-of-pocket expenses
- Encourage saving and careful spending
- Obtain access to bank and brokerage accounts, if necessary
- Consider automatic payment of recurring bills and direct deposit of pay and benefits checks
- Seek professional financial and legal advice



Communication

Whether you're speaking with a doctor, an adult with memory loss or a child, effective communication helps everyone get the care they need and may even build stronger relationships. Here are a few tips to help you connect and communicate better.

Principles of good communication

- Be patient
- Acknowledge feelings
- Don't interrupt
- Keep conversations simple
- Ask questions

Communicating with a child

- Be friendly
- Don't raise your voice
- Be clear and keep questions simple
- Confirm he or she heard and understood you
- Use his or her name when speaking

Communicating with someone with memory loss

- Write things down or show pictures to jog the memory
- Make suggestions to help trigger the memory
- Show your loved one how to do something instead of telling them
- Remind your loved one about plans for the day
- Be patient with your loved one's efforts to communicate

Communicating with doctors and other providers

- Try to learn about your loved one's condition before you make visits or calls
- Organize all paperwork and medical records before you talk
- Make a list of questions so you don't forget anything
- Don't keep important information to yourself, even if it's embarrassing
- Keep calling if you get no reply

Tips for resolving caregiving conflicts

- Write down key points you want to make
- Ask yourself "If someone said that to me, how would I feel?"
- Ask "Could you help me with this problem I'm having?" rather than pointing a finger
- Count to 10 before saying anything
- Get an outside opinion by talking to a third party

Getting out and about

If you have to leave the house with your loved one for doctors' visits or any other reason, these simple tips can help make it easier.

- Make sure you both have enough time to get ready
- Break up tasks, like getting dressed, into small steps
- Get to know your loved one's behavior and routines
- Try different approaches and routines to see what works best
- If you're traveling with a child, keep an activity on hand to keep them occupied

Transportation resources

To find transportation services for the elderly or disabled, check with your local Area Agency on Aging and the Eldercare locator at www.Eldercare.acl.gov. You can also search online for "transportation," "community services" or specific organizations, if you know them.



Ideas for staying active together

Finding things to enjoy together can help strengthen your relationship and make every day a little more fun. And that's good for both of you.

Children

- Read together
- Dance
- Sing favorite songs
- Do an arts and crafts project
- Go to the playground
- Visit a local zoo
- Have a picnic in the yard
- Cook together

Teens

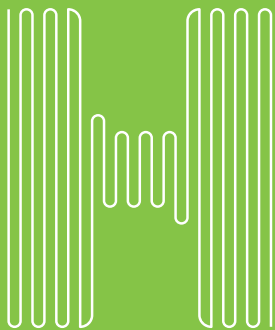
- Play a sport they like
- Put together a puzzle
- Take a bike ride
- Go to the movies
- Play board games
- Listen to music
- Take a short day trip
- Cook together

Adults

- Garden
- Go for a walk
- Visit a neighbor
- Look at family pictures
- Put out bird feeders
- Play cards
- Play board games
- Cook together

More ways to help your loved one stay engaged

- Help them reconnect with old friends
- Find a support group
- Explore volunteer opportunities
- Encourage hobbies—old and new



Sometimes caregiving involves more than just watching over a person's health.

Making mealtime more enjoyable

Streamline your grocery shopping and cooking so you have more time to eat well and enjoy each other's company.

Reduce your time in the kitchen and at the store

- Label and organize food onto different shelves, and keep often-used items and tools easily accessible
- Make large batches to freeze and defrost later, and use time-saving tools like a slow cooker
- Keep frozen vegetables, nonperishables and basics on hand for last-minute meals
- Prep vegetables and meats on the weekend to save time during the week
- Consider shopping for groceries online if delivery is available in your area

Ways to make mealtime better for your loved one

- Serve meals when your loved one is most likely to be alert and free of pain
- Offer choices when possible, including favorite foods
- Serve small, frequent meals
- If your loved one has trouble recognizing things, name each food and its temperature
- Serve drinks with a bendable straw to avoid spills



5

Relieving caregiver's stress

Know the signs and when to get help

- Reduce your stress and live more fully
- Depression

Reduce your stress and live more fully

Different situations can cause stress, and everyone responds to it in different ways. While we may not be able to eliminate stress, we may be able to help you manage it better.

What's causing your stress?

Identifying potential stressors can help you make a plan to get ahead of them.

- Financial strain
- Lack of personal time
- Worrying about a loved one getting worse
- Managing pain and suffering
- Lack of sleep

What's does stress feel like?

Learn to recognize the symptoms.

Physical symptoms

- Dizziness
- Aches and pains
- Changes in weight
- Muscle tension and headaches
- Indigestion

Tips for keeping stress at bay

- Schedule time to relax and do the things you enjoy—even taking a daily walk
- Talk to friends and family members—sharing your feelings can help you feel better
- Eat healthy and exercise—you'll have more energy and feel good about yourself
- Organize your schedule, set priorities and don't overcommit
- Write out questions about your loved one's condition that you want answers to
- Try to keep a positive attitude and a sense of humor
- Find out if your employer offers stress-management assistance programs

Emotional symptoms

- Anger and irritability
- Anxiety
- Sadness and loss of interest in people or hobbies
- Exhaustion and fatigue
- Isolation and social withdrawal

Behavioral symptoms

- Eating more or less
- Sleeping too much or too little
- Isolating yourself
- Neglecting responsibilities
- Nervous or bad habits (e.g., nail biting or using alcohol)

Depression

Feeling down about something from time to time is normal. However, if your feelings of sadness don't go away or they begin to interfere with daily life, you may want to talk to a mental health professional.

Am I depressed?

Depression may feel a little different for everyone, but here are some common signs:

- A change in eating habits resulting in dramatic weight gain or loss
- Feeling tired all the time
- A loss of interest in people or activities that once brought you pleasure
- Becoming easily agitated or angered
- Thoughts of death or suicide

What to do if you think you may be depressed

- Visit a reputable source (such as www.nimh.nih.gov/health/topics/depression) to learn more about the condition
- Try to identify what may be causing or contributing to your depression (e.g., financial strain, weight gain, relationship problems)
- Consider making lifestyle changes that may help
- Talk to your doctor or a mental health professional
- Be committed to your treatment regimen—it takes time

Additional resources

- For more information on stress and depression, visit www.adaa.org/tips
- If you're a Humana member and need to find professional help, visit Humana.com/FindaDoctor



6

Caregiver resources

More member benefits and services from Humana

- Support for Humana members
- Notes

Support for Humana members

At Humana, we're committed to meeting members' whole health needs with a wide range of services and benefits. Here are some additional resources available to help members and their caregivers manage their health.

MyHumana

MyHumana gives members access to their information anytime. Members can check on claims, get details about benefits, estimate medical costs and more.

Register for an account at [Humana.com/registration](https://www.humana.com/registration).

Humana's Find a Doctor service

Visit [Humana.com/Findcare](https://www.humana.com/Findcare) to help your loved one find a doctor.

Prescription drug resources

[Humana.com/medicaid/virginia/coverage/pharmacy](https://www.humana.com/medicaid/virginia/coverage/pharmacy)

If you're caring for a Humana Medicare member with prescription drug coverage, you may want to read about the programs available for members to help them manage medicines and get the most value from their Rx benefits.

Drug list and pharmacy locator

Visit [Humana.com/pharmacy/tools](https://www.humana.com/pharmacy/tools).

Advance care planning

Talking about healthcare choices in advance helps you respect the values and wishes of your loved one. This is called advance care planning. We offer an online tool called MyDirectives, where you can create, update and share a universal digital advance directive.

How to access MyDirectives:

1. Go to **Humana.com** and select “Sign In”
2. Enter the username and password for your MyHumana account
3. Select the “MyHealth” tab and then select the “MyHealth Overview” option
4. Scroll down to the “Resources” section
5. Select MyDirectives

If you’re not registered yet in MyHumana, click on “Register as a new user.”

If the person you care for is utilizing Humana At Home care management services, they can ask their care manager questions about advance care planning in a way that’s comfortable for them.

Caregiver resources

Humana.com/Caregivers

For even more information, caregivers can visit this helpful link to find tips, tools and other resources on many topics about caring for a loved one as well as caring for yourself.

Benefits listed may not be available on all plans or in all areas.

Notice of Availability - Auxiliary Aids and Services Notice

English: Free language, auxiliary aid, and alternate format services are available.
Call **844-881-4482 (TTY: 711)**.

العربية [Arabic]: تتوفر خدمات اللغة والمساعدة الإضافية والتنسيق البديل مجانًا. اتصل على الرقم **844-881-4482 (الهاتف النصي: 711)**.

Հայերեն [Armenian]: Հասանելի են անվճար լեզվական, աջակցման և այլընտրանքային ձևաչափի ծառայություններ: Չանգահարելք՝ **844-881-4482 (TTY: 711)**:

বাংলা [Bengali]: বিনামূল্যে ভাষা, আনুষঙ্গিক সহায়তা, এবং বিকল্প বিন্যাসে পরিষেবা উপলব্ধ। ফোন করুন **844-881-4482 (TTY: 711)** নম্বরে।

简体中文 [Simplified Chinese]: 我们可提供免费的语言、辅助设备以及其他格式版本服务。请致电 **844-881-4482 (听障专线: 711)**。

繁體中文 [Traditional Chinese]: 我們可提供免費的語言、輔助設備以及其他格式版本服務。請致電 **844-881-4482 (聽障專線: 711)**。

Kreyòl Ayisyen [Haitian Creole]: Lang gratis, èd oksilyè, ak lòt fòm sèvis disponib. Rele **844-881-4482 (TTY: 711)**.

Hrvatski [Croatian]: Dostupni su besplatni jezik, dodatna pomoć i usluge alternativnog formata. Nazovite **844-881-4482 (TTY: 711)**.

فارسی [Farsi]: خدمات زبان رایگان، کمک های اضافی و فرمت های جایگزین در دسترس است. با **844-881-4482 (TTY: 711)** تماس بگیرید.

Français [French]: Des services gratuits linguistiques, d'aide auxiliaire et de mise au format sont disponibles. Appeler le **844-881-4482 (TTY: 711)**.

Deutsch [German]: Es stehen kostenlose unterstützende Hilfs- und Sprachdienste sowie alternative Dokumentformate zur Verfügung. Telefon: **844-881-4482 (TTY: 711)**.

Ελληνικά [Greek]: Διατίθενται δωρεάν γλωσσικές υπηρεσίες, βοηθήματα και υπηρεσίες σε εναλλακτικές προσβάσιμες μορφές. Καλέστε στο **844-881-4482 (TTY: 711)**.

ગુજરાતી [Gujarati]: નિ:શુલ્ક ભાષા, સહાયક સહાય અને વૈકલ્પિક ફોર્મેટ સેવાઓ ઉપલબ્ધ છે. **844-881-4482 (TTY: 711)** પર કોલ કરો.

עברית [Hebrew]: שירותים אלה זמינים בחינם: שירותי תרגום, אביזרי עזר וטקסטטים בפורמטים חלופיים. נא התקשר למספר **844-881-4482 (TTY: 711)**

हिन्दी [Hindi]: नि:शुल्क भाषा, सहायक मदद और वैकल्पिक प्रारूप सेवाएं उपलब्ध हैं। **844-881-4482 (TTY: 711)** पर कॉल करें।

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