

2027 Colorado PERA Humana Group Medicare Advantage Plan

Understanding your benefits and coverage

Going beyond your expectations

At Humana, what we do is more than health insurance. It's human care—care that works harder, goes farther and digs deeper.

All for you.

Inside this guide you'll find:

Your benefits include

Manage your Humana account online

Find Care tool

Member to Provider—Take this to your Provider

Humana Community Navigator

Know your numbers



**Learn more about the benefits, extra programs
and services included in your Humana plan**

Scan the QR code with your mobile device.

Humana[®]



Your benefits include



The care you deserve

All the benefits of Original Medicare, plus extra benefits

- Your benefit levels are the same for in-network and out-of-network providers, as long as the provider is eligible to participate in Medicare
- A network of providers, specialists and hospitals to choose from
- There are more than 61,000 participating pharmacies in our network
- You don't need a referral to see any healthcare provider
- Coverage for office visits, including routine physical exams
- Almost no claim forms to fill out or mail—we take care of that for you
- Dedicated Customer Care specialists who serve only our Group Medicare members



Coverage that fits the way you live

Maximum out-of-pocket protections

When you become a member of the Humana family, you can expect healthcare designed with you in mind—that meets you where you are today and delivers care that takes you to where you want to be.



Care delivered how and where you need it

Worldwide emergency coverage

Many Humana Medicare Advantage plans offer worldwide emergency coverage for sudden illnesses or injuries while traveling outside the U.S. and its territories. This coverage is intended for true emergencies—situations where there is a risk of serious harm to life, limb, or health if immediate care is not received. Members may need to pay out-of-pocket and submit claims for reimbursement.



Benefits that put you first

Programs to help improve health and well-being

Our health and well-being tools and resources make it easy to set health goals, chart your progress, strengthen your mind and body and build connections with others. It's about giving you the things you expect from an insurance company—and then finding more ways to help make your life better.

Manage your Humana plan online

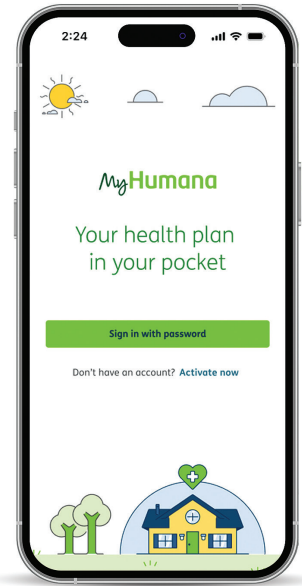
MyHumana is a secure online portal with tools to manage your plan. Sign in or activate your account to get safe, immediate access to your plan information. Then, take your Humana essentials with you wherever you go with the MyHumana mobile app.*

Depending on your plan, you can use the MyHumana mobile app to:

- **Explore coverage and benefit details** the moment you need them
- **Get your Humana member ID card** and add it to your phone's wallet
- **Find care close to you** and get directions on your phone's map app
- **Review claims status**
- **Access your exclusive member discounts**
- **Choose your preferences**
- **Check your wellness rewards** balance and find more ways to earn

Humana mobile apps—an easier way to manage your benefits

Once your Humana plan coverage begins, go to your.Humana.com/peracare to activate your account or download the MyHumana mobile app and register. You can find the MyHumana app for iOS and Android in the App Store and Google Play app store.†



Discover Go365 by Humana® in the app

Our wellness and rewards program is personalized to suit your unique needs, with activities and learning opportunities that matter most to you.



Scan this QR Code

Scan this QR code with your mobile device to create your account. Learn more at Humana.com/member/manage-your-account.

*Standard data rates may apply.

†App Store and Google Play app store are registered trademarks of Apple Inc. and Google. All rights reserved. Apple and Google are not participants in or sponsors of this promotion.

Find a doctor using Humana's Find Care search tool

Choosing a doctor or healthcare facility is an important decision. You can use Humana's Find Care search tool to find in-network doctors, pharmacies, and more.

Go to

FindCare.Humana.com

Search as a Member or Guest

- Sign in to your secure MyHumana account to conduct a search, or
- Search as a guest by entering your location.

Choose the type of care you are looking for

Use the tabs to help you search for a doctor or pharmacy.

Find medical care

- Choose your medical network, **Group Medicare PPO Plus**, from the drop-down menu.
- Select a tab to search by Provider Name, Facility or Specialty.

Find a pharmacy

- Choose your pharmacy network, **Humana Medicare Employer Plan (Medicare Group) Network**, from the drop-down menu.

Select the “Search” button for your results

Have you found the doctor or facility that you're looking for? If you need to revise your search, you can search again without leaving the results page.

Use Humana's Find Care tool on the MyHumana mobile app

Once your plan begins you can use the MyHumana mobile app to find a provider near you, wherever you are. Select “Find Care” at the bottom of the app.



Scan this QR code

Scan this QR code with your mobile device to find care near you.

Member to provider—take this to your provider

If your healthcare provider says they do not accept Humana insurance, give them this page.

Once you are a member of the Humana Group Medicare preferred provider organization (PPO) plan, sharing this information can help your provider understand how this plan works.



Don't forget to take your Humana member ID card to your first appointment.

A message for your provider

Humana will provide coverage for this member under a Group Medicare PPO plan. The in-network and out-of-network benefits are structured the same for any member of this plan. This means you can provide services to this member or any member of this plan if you are a provider who is eligible to participate in Medicare.

Contracted healthcare providers

If you're a Humana Medicare Employer PPO-contracted healthcare provider, you'll receive your contracted rate.

Out-of-network healthcare providers

Humana is dedicated to an easy transition. If you're a provider who is eligible to participate in Medicare, you can treat and receive payment for your Humana-covered patients who have this plan. Humana pays providers according to the Original Medicare fee schedule less any member plan responsibility.



Claims process for providers

For additional information regarding Humana's claims procedures or becoming a contracted provider for the Humana Medicare Employer PPO plan, please contact Provider Relations at 800-626-2741, 7 a.m. – 4 p.m., Mountain time.

This number is not for patient use.

Patients, please call the Group Medicare Customer Care number on the back of your Humana member ID card.

Humana Community Navigator®

Humana Community Navigator, powered by findhelp, offers an online directory of community resources providing individuals access to more than 600,000 social service programs across the United States. Find what is available in your area.

Search for and connect to personalized resources

- Access one, easy-to-use directory of community resources at no cost - whether you're a Humana member or not
- Robust directory including food, housing, transportation, education, employment and more
- Review search results in your preferred language
- Save resources that matter most to you by sending them via text, email or print
- All resources are either free, reduced cost or based on a sliding scale

Create and manage your own free account

Access Humana Community Navigator at [Humana.findhelp.com](https://humana.findhelp.com). Choose 'Sign Up' from the top right corner to create an account; unlocking additional features like the ability to save personalized search results, connect to programs, and write reviews.

Get started

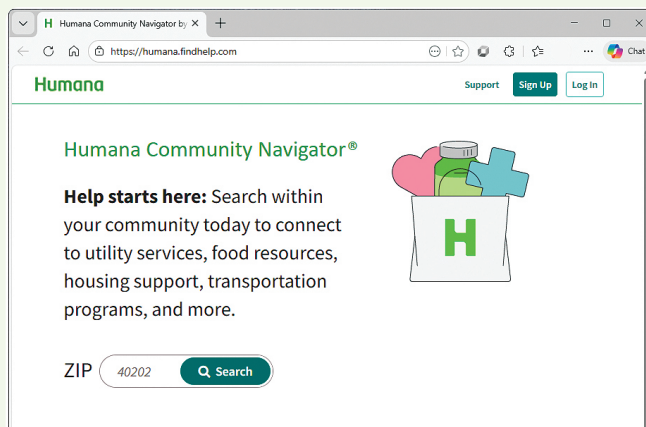
Visit [Humana.findhelp.com](https://humana.findhelp.com), enter your zip code and click search to access resources.

Review resources

Type in a keyword or select a category to review resources.

Connect now or save for later

Choose the resources that best fit your situation and email, text or print to save.



Scan the QR code on your mobile device

You can also access Humana Community Navigator on your mobile device by scanning the QR code.

Know your numbers

Find important numbers anytime you need them*

Humana Group Medicare Customer Care

866-373-7210 (TTY: 711),

Monday – Friday, 8 a.m. – 10 p.m., Mountain time

Health and Well-being Assessment

866-373-7210 (TTY: 711),

Monday – Friday, 8 a.m. – 10 p.m., Mountain time

MyHumana

Sign in to or register for MyHumana to access your personal, secure plan information and check your Go365 wellness rewards balance and find more ways to earn at [MyHumana.com](https://www.mychumana.com).

MyHumana mobile app

[MyHumana.com/mobile-apps](https://www.mychumana.com/mobile-apps)

Doctors in your network

[FindCare.Humana.com](https://www.findcare.humana.com)

Telehealth

Contact your local provider to ask about virtual visit options, or use Humana’s “Find Care” tool at [FindCare.Humana.com](https://www.findcare.humana.com). You can also call the number on the back of your member ID to connect with a provider offering telehealth services.

SilverSneakers®

888-423-4632 (TTY: 711),

Monday – Friday, 6 a.m. – 6 p.m., Mountain time

[SilverSneakers.com](https://www.silversneakers.com)

Humana Care Management

800-558-0187 (TTY: 711),

Monday – Friday, 6:30 a.m. – 3:30 p.m.,
Mountain time

Post-discharge Transportation

866-373-7210 (TTY: 711),

Monday – Friday, 8 a.m. – 10 p.m., Mountain time

Post-discharge Personal Home Care Services (PHCS)

866-373-7210 (TTY: 711),

Monday – Friday, 8 a.m. – 10 p.m., Mountain time

[Humana.com/home-care/home-health-personal-care](https://www.humana.com/home-care/home-health-personal-care)

Post-discharge Meal Program

866-373-7210 (TTY: 711),

Monday – Friday, 8 a.m. – 10 p.m., Mountain time

[Humana.com/home-care/well-dine](https://www.humana.com/home-care/well-dine)

Wellness Coaching

877-567-6450 (TTY: 711),

Monday – Friday, 6 a.m. – 4 p.m., Mountain time

Caregiver Support

[Humana.com/caregiver](https://www.humana.com/caregiver)

Medication Therapy Management

833-349-4114 (TTY: 711), Monday – Friday,
7 a.m. – 3:30 p.m., Mountain time

CenterWell Pharmacy™

800-379-0092 (TTY: 711),

Monday – Friday, 6 a.m. – 9 p.m., and
Saturday, 6 a.m. – 4:30 p.m., Mountain time

[CenterWellPharmacy.com](https://www.centerwellpharmacy.com)

CenterWell Specialty Pharmacy™

800-486-2668 (TTY: 711),

Monday – Friday, 6 a.m. – 9 p.m., and
Saturday, 6 a.m. – 4:30 p.m., Mountain time

[CenterWellSpecialtyPharmacy.com](https://www.centerwellspecialtypharmacy.com)

State health insurance program offices

800-633-4227 (TTY: 711), daily

www.cms.gov/apps/contacts/#

**You must be a Humana member to use these services.*

We're here for you

Humana Group Medicare Customer Care

866-373-7210 (TTY: 711)

Monday – Friday, 8 a.m. – 10 p.m., Mountain time

your.humana.com/peracare

Humana is a Medicare Advantage PPO plan and a stand-alone prescription drug plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal. Call **866-373-7210 (TTY: 711)** for more information.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Go365 Rewards have no cash value and must be earned and redeemed within the same plan year. Rewards not redeemed before Dec. 31st will be forfeited.

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