



<P.O. Box 14768>
<Lexington, KY 40512-4768>

<Date>

<Member Name>

<Address 1 >

<Address 2>

<City, State ZIP>

Plan effective date: <XX/XX/XX>



How can we help?
Call us with any questions you have.

800-477-6931 (TTY: 711)

**Monday – Friday,
8 a.m. – 8 p.m., Eastern time
Humana.com/HealthyFlorida**

Welcome to your new Humana Healthy Horizons plan

Dear Valued Member,

Thank you for being part of Humana Healthy Horizons[®]. Your new plan will take effect on [Effective Date]. Please watch for your new ID card coming in the mail. You will have a new group number. Replace your old ID card with the new one. Keep your ID card with you at all times. You must present your ID card to providers and pharmacies for covered services.

Your benefits and coverage may have changed. Below are a few things you will need to know so you can get the most from your plan. Information about covered benefits and expanded benefits for the new plan year can be found in the member handbook or at **MyHumana.com**.

Primary Care Provider (PCP) Information:

[Member's PCP name]

[PCP address]

[PCP phone number]

If you would like to choose a different in-network PCP, you can:

- Use our Find a Doctor tool at **Humana.com/FindADoctor**
- Log on to your MyHumana account or create an account today if you don't have one by visiting **MyHumana.com**
- Call Member Services at **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Be sure to schedule an appointment with your PCP within the first thirty (30) days of enrollment in your new plan. If you need help getting an appointment call Member Services.



Expanded Benefits Program

Our goal is to help you live your best life. That's why, from time to time, we review and update our benefits and services available to our members. Refer to the Member's Handbook for a complete listing of expanded benefits by visiting **[Humana.com/HealthyFlorida](https://www.humana.com/HealthyFlorida)**.



Humana Member Website

Your member website, located at **[Humana.com/HealthyFlorida](https://www.humana.com/HealthyFlorida)**, provides you links to the following information:

- Member Handbook
- Provider Directory
- Find a Doctor tool
- Over-the-Counter (OTC) Drug Order Form
- Preferred Drug List
- Expanded Benefits and more

You can download and print copies of the items listed above at any time. To obtain printed copies and alternative formats of all materials (at no cost), call Member Services at **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.



MyHumana

Create or access your account at **[MyHumana.com](https://www.mychumana.com)** to:

- See your benefits
- Review your health services history
- Access your Humana member ID card
- Find a provider by specialty or location
- Change your PCP

You can also access MyHumana on the web by signing in at **[Humana.com/HealthyFlorida](https://www.humana.com/HealthyFlorida)**.



Member Handbook

This handbook will be your guide for managing your care, accessing services, specialist care and referrals, and helpful information about your benefits. Our member handbook also includes a list of your rights and responsibilities.



Care Management

Members with a long-term care plan will have a dedicated care manager. You may also be able to work with a care manager if you need help managing your health and you qualify. Your care manager can help you understand and access benefits available to you. To speak with a care manager or enroll in Care Management, call **800-229-9880 (TTY: 711)**.



Initial Enrollment

When you first join our plan, you have 120 days from your plan effective date to try our plan. If you do not like it, you can change your plan for any reason. After the 120 days, your enrollment is locked-in for the rest of the plan year as long as you are eligible for Medicaid.

To change your plan, call the State's Enrollment Broker at **877-711-3662 (TTY: 866-467-4970)**, Monday – Thursday, 8 a.m. – 8 p.m., and Friday, 8 a.m. – 7 p.m., or visit www.FLMedicaidManagedCare.com.

Open Enrollment

You have the right to choose another health plan within your 60-day open enrollment period. You do not have to change plans during your open enrollment period. Once you are enrolled in a new plan, you are locked-in until your next annual open enrollment period.

If you have any questions about whether you can change plans, call Member Services at **800-477-6931 (TTY: 711)** or the State's Enrollment Broker at **877-711-3662 (TTY: 866-467-4970)**.

Disenrollment for Cause

If you want to change plans after you are locked-in, you must have a state-approved for cause reason to change plans. Please see your Member Handbook for the state-approved reasons or call the State's Enrollment Broker at **877-711-3662 (TTY: 866-467-4970)**, Monday – Thursday, 8 a.m. – 8 p.m., and Friday, 8 a.m. – 7 p.m.

Reinstatement

If you lose your Medicaid eligibility and get it back within 180 days, you will be enrolled back into Humana Healthy Horizons.



Update Member Information

If any of your personal information changes, let us know as soon as possible. To update your name, address, county and phone number, please call:

- Member Services at **800-477-6931 (TTY: 711)**, or
- The Department of Children and Families (DCF) at **866-762-2237 (TTY: 711)**

If you receive Supplemental Security Income (SSI), you must also contact the Social Security Administration (SSA) to report changes. Call toll free at **800-772-1213 (TTY: 800-325-0778)**, Monday – Friday, 8 a.m. – 7 p.m. You may also contact your local Social Security office or go online and make changes in your Social Security account at <https://secure.ssa.gov/RIL/SiView.do>.



Questions

If you have questions, need help getting to a doctor or other healthcare appointment, or want to find a doctor, please call us at **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. Our automated phone system may answer your call on Saturdays, Sundays, and some holidays. If you are asked to leave a message, we will call you back within 24 hours or on the next business day.

Sincerely,
Humana Healthy Horizons in Florida

Notice of Non-Discrimination

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate or exclude people because of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Humana Inc.:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **800-477-6931 (TTY: 711)**, Monday through Friday, from 8 a.m. to 8 p.m., Eastern time.

If you believe that Humana, Inc. has not provided these services or discriminated on the basis of race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services, you can file a grievance in person or by mail, or email with Humana Inc.'s Non-Discrimination Coordinator at P.O. Box 14618, Lexington, KY 40512-4618, **800-477-6931 (TTY: 711)**, or **accessibility@humana.com**. If you need help filing a grievance, Humana Inc.'s Non-Discrimination Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

- U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**.

This notice is available at **[Humana.com/FloridaAccessibility](https://www.humana.com/FloridaAccessibility)**.

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

ENGLISH: This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

SPANISH: Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

CREOLE: Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

FRENCH: Ces informations sont disponibles gratuitement dans d'autre langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

ITALIAN: Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

RUSSIAN: Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

Auxiliary aids and services, free of charge, are available to you.
800-477-6931 (TTY: 711), Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern time.

Humana Inc. and its subsidiaries comply with Section 1557 by providing free auxiliary aids and services to people with disabilities when auxiliary aids and services are necessary to ensure an equal opportunity to participate. Services include qualified sign language interpreters, video remote interpretation, and written information in other formats.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.
Call **800-477-6931 (TTY: 711)**.

Español: (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al **800-477-6931 (TTY: 711)**.

Kreyòl Ayisyen: (French Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.
Rele **800-477-6931 (TTY: 711)**.

Tiếng Việt: (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi số **800-477-6931 (TTY: 711)**.

This notice is available at [Humana.com/FloridaAccessibility](https://www.humana.com/FloridaAccessibility).

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