

Advance care planning with MyDirectives

You and your family should always have a voice in your care. An advance directive is a document that describes the healthcare you may want in the future if you cannot voice your own medical decisions.

With MyDirectives, Humana Medicare Advantage members can create an advanced care plan using the online tool to express your wishes about medical treatment if you become too injured or ill to communicate.

MyDirectives can help make advance care planning easy

There's no pressure to complete your plan at once. You have complete control, so you can update and share your plan whenever you wish. You also don't have to worry about the cost because MyDirectives is provided through your plan at no additional cost for Humana Medicare Advantage members.

MyDirectives helps make it easy because you can:

- Answer questions in your own words
- Add video responses and audio files
- Attach documents (physician orders, living will, etc.)
- Identify people who can speak on your behalf
- Share your plan with loved ones, caregivers and healthcare providers

For more information, visit [Humana.com/home-care/palliative-hospice-care/advance-care-planning](https://www.humana.com/home-care/palliative-hospice-care/advance-care-planning).



Complete your MyDirectives plan today by using one of the following options:

- Log in to your MyHumana account and select “Get Care”
- Visit <https://app.mydirectives.com/my-humana>
- Call MyDirectives at **888-884-3324 (TTY: 711)**, Monday – Friday, 8:30 a.m. – 5 p.m., Central time
- Call the number on your member ID card

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MyDirectives leads you through a process that helps you create a quality document that doctors and nurses can find and use when the member can't share their wishes. However, it may not be legally binding in all jurisdictions. Doctors in most jurisdictions are allowed to refuse to comply with your wishes if they have an objection of conscience or believe your treatment choices are medically inappropriate.

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Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618. If you need help filing a grievance, call the number on your ID card or if you use a TTY, call 711.

Auxiliary aids and services, free of charge, are available to you.

Please call the number on your ID card. If you use a TTY, call 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.

This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.

Español (Spanish): Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711)**. Horas de operación: 8 a.m. a 8 p.m. hora del este.

繁體中文 (Chinese): 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。

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