

Humana's Medicare clinical programs

Humana's educational programs and health support services can complement your doctor's care. These programs reinforce how important it is to follow your physician's treatment plan and promote healthy living. The following are descriptions of some of Humana's programs available to qualifying members.

Humana's Care Management

Managed by Humana nurses, social workers and other professionals specially trained in care management, Humana's Care Management (formerly Humana at Home) supports qualifying members with medical, behavioral health, and social determinants of health issues such as food insecurity, social isolation, loneliness, transportation and housing instability.

A dedicated team of caring people is chosen to meet your unique health needs, and may include nurses, pharmacists, social workers, behavioral/integrated medical health consultants, dietitians, and more. These clinical professionals can help provide support for your specific health needs, extra assistance when things change, and help you live independently with confidence.

Call **800-558-0187 (TTY: 711)**, Monday – Friday, 8:30 a.m. – 5:30 p.m., Eastern time.

Behavioral healthcare coordination and consultation

Short-term care coordination includes solution-focused consultation with patients to guide resource referrals, education and matching of healthcare benefits with suitable qualification for all Humana programs. If there is an issue with finding a suitable in-network behavioral



health practitioner, care coordinators will locate an appropriate healthcare provider, including substance use treatment providers.

For benefits questions, please call the number on the back of your Humana member ID card.

Medication Therapy Management

Provides comprehensive medication reviews by telephone or in person to address medication regimen safety and efficacy. Consultations focus on optimizing therapeutic outcomes by reviewing safety, effectiveness, lower-cost alternatives (if available) and adherence. Members gain a better understanding of their medications during this one-on-one consultation, thereby enabling the member to take an active role in medication and chronic condition self-management.

Call **888-210-8622 (TTY: 711)**, Monday – Friday, 9:30 a.m. – 6 p.m., Eastern time.

Health Coaching

Humana personal health coaches provide members with guidance, support and personal attention needed to make positive, healthy changes and bring balance to their lives. Typical areas of focus include weight management, nutrition, fitness, tobacco cessation and stress management, frequently addressed in conjunction with the management of blood pressure, cholesterol, blood glucose and back pain.

Call **877-567-6450 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time.

Humana is a Medicare Advantage organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. Eligibility in programs may vary depending on the patient's Humana plan. Call the corresponding program phone numbers to verify eligibility.

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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