



## Cell Phone Benefit Eligibility Policy

**Key point** The Humana Cell Phone Benefit, administered through Thrive Mobile, is a Special Supplemental Benefit for the Chronically Ill (SSBCI). That means you must have one or more of the long-term health conditions listed below and meet all of the rules in this policy to get the benefit.

### Benefit overview

If you qualify, you can get one cell phone per lifetime. It comes with talk, text, and data at no extra plan cost. The phones come with some Humana apps and phone numbers already loaded.

To get the phone, Humana must first confirm that you qualify. Then you enroll with Thrive Mobile.

Not all plans offer the Humana Cell Phone Benefit. For more information, see the Additional resources section in this policy.

### Benefit eligibility

To get the Humana Cell Phone Benefit, you must have either a Dual Eligible Special Needs Plan (D-SNP) or a Chronic Condition Special Needs Plan (C-SNP) that offers this benefit. You must also meet all these requirements:

|    |                                                                                                                                                                                                                                                                   |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <b>Have eligible chronic condition(s)</b><br>You must have one or more of the eligible chronic conditions from the list below.                                                                                                                                    |
| 2. | <b>Be at high risk of hospitalization or other adverse health outcomes</b><br>Based on clinical research, members of SNPs with one or more of the eligible chronic conditions listed below have a high risk for hospitalization or other adverse health outcomes. |
| 3. | <b>Require intensive care coordination</b><br>Based on clinical research, members of SNPs with one or more of the eligible chronic conditions listed below qualify for ongoing care management and coordination of healthcare services.                           |

## Eligible chronic conditions

Humana has determined, through clinical research, that the following chronic conditions are medically complex, may threaten the life or limit the health or function of our members, and put our members at high risk of hospitalization and adverse health outcomes and require intensive care coordination.

Eligible chronic conditions include:

|                                                                |
|----------------------------------------------------------------|
| • <b>Autoimmune disorders</b>                                  |
| • <b>Cancer</b>                                                |
| • <b>Cardiovascular disorders</b>                              |
| • <b>Chronic alcohol use and other substance use disorders</b> |
| • <b>Chronic and disabling mental health conditions</b>        |
| • <b>Chronic gastrointestinal disease</b>                      |
| • <b>Chronic heart failure</b>                                 |
| • <b>Chronic hyperlipidemia</b>                                |
| • <b>Chronic hypertension</b>                                  |
| • <b>Chronic kidney disease</b>                                |
| • <b>Chronic lung disorders</b>                                |
| • <b>Conditions associated with cognitive impairment</b>       |
| • <b>Conditions with functional challenges</b>                 |
| • <b>Dementia</b>                                              |
| • <b>Diabetes mellitus</b>                                     |
| • <b>HIV/AIDS</b>                                              |
| • <b>Neurologic disorders</b>                                  |
| • <b>Post-organ transplant</b>                                 |
| • <b>Severe hematologic disorders</b>                          |
| • <b>Stroke</b>                                                |

**How we determine eligibility.** Having an eligible chronic condition does not mean you will get the Cell Phone Benefit. Humana uses one or both methods below to check if you have an eligible chronic condition:

**1. Medical claims**

You have a medical claim in the Humana system that shows a diagnosis for an eligible chronic condition. The service date must be on or after January 1, 2022.

**2. Health Risk Assessment**

You reported a diagnosis for an eligible condition on the Humana Health Risk Assessment (HRA), completed on or after January 1, 2022.

**Additional resources**

Learn more about the Humana Cell Phone Benefit in Humana's plan documents at [Humana.com/Medicare](https://www.humana.com/Medicare). Or call Customer Care using the phone number on the back of your Humana member ID card. You also can sign in to MyHumana at [account.humana.com](https://account.humana.com).

**Disclaimer**

The Humana Cell Phone Benefit, administered through Thrive Mobile, does not replace, modify, or supplement your plan's Evidence of Coverage (EOC) or Summary of Benefits. In the event of a conflict between this policy and the EOC, the EOC will govern.

The plan is not responsible for lost, damaged, or stolen phones. Replacement devices may be available at the member's expense. This policy does not replace the Evidence of Coverage (EOC).

Humana reserves the right to update this policy.