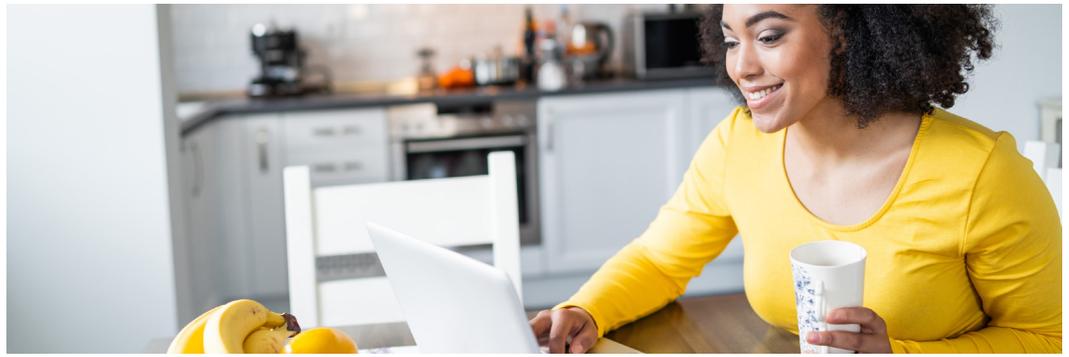


Where to get care



We know you can get sick or hurt without warning. For most issues, your primary care provider (PCP):

- Can give you the care you need
- Can see you when you're well and when you're sick
- May be able to offer you a virtual care (telehealth) visit

Humana
Healthy Horizons™
in Kentucky

Virtual care (telehealth) visits are a great way to stay connected to your doctor without leaving your home.

Ask your doctor if he or she offers virtual visits.

To learn more about virtual care, please visit Humana.com/KentuckyVirtualCare.

When your doctor isn't available

Retail clinics and urgent care centers are a great option.

Retail clinics and urgent care centers are:

- **Convenient** – Most open early, close late, and have weekend hours
- **Quick** – No appointment needed
- **Staffed by trained professionals** – Get treatment for a range of issues, including urgent flu-like symptoms, moderate stomach pain, small cuts, minor injuries, ongoing diarrhea, and wheezing

Our online Find a Doctor service has information about care options in your area, including:

- In-network providers
- Other healthcare facilities
- Pharmacies
- Retail clinics
- Specialists
- Urgent care centers

Can't see your regular doctor immediately? You can connect with board-certified doctors 24 hours a day, seven days a week, via virtual visits with MDLIVE®. Go to MDLIVE.com/HumanaMedicaid*, create an account, and connect with a doctor

To access our Find a Doctor service, visit Humana.com/FindaDoctor.

Watch a short video about using our Find a Doctor service:

Scan

- Point the camera on your phone or tablet at this QR code
- Tap the message to open the video in a web browser on your device



Online

<http://huma.na/kyfindadoc>

If a health concern arises and you are not sure what to do, call the Nurse Advice Line at the number listed on the back of your Enrollee ID Card 24 hours a day, seven days a week to speak to a registered nurse. A nurse will provide appropriate advice about your situation. Do not call the Nurse Advice Line in an emergency.



An EMERGENCY is a sudden, serious situation that demands immediate action.

Where care is most appropriate

Use the chart below to help you pick the right place to get care depending on the care you need.

Condition	Doctor's (PCP's) Office	Video Doctor Visit	Retail Clinic or Urgent Care Center*	Emergency Room
Allergies	X	X	X	
Bug bites	X	X	X	
Bumps, cuts, and scrapes	X	X	X	
Chest pain				X
Cold sores	X	X	X	
Cough, sore throat, congestion	X	X	X	
Difficulty breathing				X
Ear pain	X	X	X	
Flu/Stomach flu	X	X	X	
Gout	X	X	X	
High fever with stiff neck, mental confusion, and/or difficulty breathing				X
Minor headaches, sprains, strains	X	X	X	
Moderate stomach pain				X
Nausea, vomiting, diarrhea	X	X	X	
Numbness on one side of body, difficulty talking, sudden loss of vision				X
Open wounds				X
Partial or total amputation of a limb				X
Pink eye	X	X	X	
Possible broken bones or poisoning				X

Condition	Doctor's (PCP's) Office	Video Doctor Visit	Retail Clinic or Urgent Care Center*	Emergency Room
Screening for coronavirus (COVID-19)		X		
Severe conditions (e.g., headache, stomach pain, etc.)				X
Severe falls				X
Sinus infection	X	X	X	
Small cuts			X	
Strep throat	X	X	X	
Sudden chest pain or pressure, loss of consciousness, abdominal pain				X
Suicidal feelings				X
Trauma				X
Urgent cold or flu-like symptoms				X
Urinary burning	X	X	X	
Vomiting				X
Wheezing or shortness of breath				X

*Consult with your nearest urgent care center to confirm services.

Remember:

- Call your primary care provider (PCP) first when possible
- Ask your doctor if he or she offers virtual care
- Go to a retail clinic or urgent care center if your doctor isn't available
- Dial 911 or get to your nearest emergency room if you have a sudden, serious situation that demands immediate attention



Call Enrollee Services at **1-800-444-9137 (TTY: 711)**, Monday – Friday, from 7 a.m. – 7 p.m., Eastern time for answers to other questions

Humana
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Call If You Need Us

If you have questions, trouble reading or understanding this flyer, call us at **1-800-444-9137** or **TTY**, call **711**. We are available Monday-Friday, from 7 a.m. to 7 p.m. Eastern Time. We can help you at no cost to you. We can explain the letter in English or in your first language. We can also help you if you have trouble seeing or hearing. Please refer to your Enrollee Handbook regarding your rights.

Discrimination is Against the Law

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. See our website for more information.

Humana Inc. and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Enrollee Services at **1-800-444-9137 (TTY: 711)**.

If you believe that Humana Inc. or its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 -4618

1-800-444-9137 or if you use a TTY, call 711.

You can file a grievance by mail or phone. If you need help filing a grievance, Customer Service is available to help you.

You can also file a civil rights 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, SW

Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan, Inc.

Multi-Language Interpreter Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-444-9137 (TTY: 711).

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-444-9137 (TTY: 711).

繁體中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-444-9137 (TTY : 711) 。

