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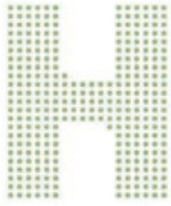
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# Welcome to HumanaBeginnings

Humana Healthy Horizons® is a Medicaid plan that does more—like more rewards and more help for you and your family. We work to bring you what matters most during life's biggest moments. And every moment in between. We call that human care.

When you enroll in HumanaBeginnings® you get the care you and your family need. Plus, we offer extras like a rewards program, a free breast pump, and a free car seat per child per pregnancy.

This program is free. It does not take the place of a doctor's care. You or your healthcare provider can ask for a copy of your assessment and/or plan of care at any time.

## During your pregnancy we provide:

- Support from nurses trained to help during pregnancy
- Referrals for other treatment and programs
- Education for you and your partner or support people
- Extra help to use your Humana Healthy Horizons benefits

## After your baby is born, we provide:

- Help to work with your hospital, breastfeeding and newborn team
- Education for partners
- Family planning information and help
- Free breast pump
- Free car seat
- Free portable crib
- Newborn support care when needed
- Referrals for other treatment and local programs

## A rewards program as unique as you are

We want to help you live your best life in your best health. Go365 for Humana Healthy Horizons® is a wellness program that rewards you for taking healthy actions. First, download the app and sign up for the program. Then, redeem your rewards for e-gift cards. Learn more at [Humana.com/SouthCarolinaGo365](https://Humana.com/SouthCarolinaGo365).





## Other things to do

- Call the Enrollment Broker at **877-552-4642 (TTY: 877-552-4670)**, Monday – Friday, 8 a.m. – 6 p.m. to let them know you're pregnant.
- Contact DHHS Customer Service at **888-549-0820** and inform them of your pregnancy.
- Pick a doctor for your baby before you are 7 months pregnant by:
  - Using our Find a Doctor service at **Humana.com/FindADoctor**
  - Reviewing our Provider Directory at **Humana.com/SouthCarolinaDocuments**
  - Calling Member Services at the number on the back of your member ID card
- Visit the doctor who delivers your baby between 3 and 6 weeks after your baby is born, or sooner if recommended by your provider. During this visit, talk to your doctor about your family planning options. Your baby also needs a checkup within 7 days of birth.

## Healthcare for babies

Your baby is enrolled in Humana Healthy Horizons the month they are born. You don't have to do anything to enroll your baby. If you want to enroll your baby in different health plan, call the Enrollment Broker at **877-552-4642 (TTY: 877-552-4670)**, Monday – Friday, 8 a.m. – 6 p.m.

Children should see their doctors regularly from birth through age 20. Members up to age 21 can get any medically necessary health service to treat, prevent or improve a health problem. This set of federal benefits is called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. They can help your child's doctor find and treat health problems early, so your child can be in their best health. Visit **Humana.com/SouthCarolinaKids** to learn more.

Have a visit with a provider such as a midwife or OB/GYN as soon as you can. If you need help finding a midwife or OB/GYN near you, you can:

- Call me at **800-558-4444 ext. 1500150**.
- Use our online Find a Doctor service at **Humana.com/FindADoctor**.
- Call Member Services at **866-432-0001 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Thank you for being a Humana Healthy Horizons in South Carolina member. We look forward to working with you through pregnancy, birth and beyond. We're wishing you and your baby much health and happiness.

Sincerely,  
HumanaBeginnings

**Note:** if you don't have a mobile phone, call Safelink Health Solutions® at **877-631-2550** to learn how you can get a smartphone at no cost to you.





## What to expect in your body during pregnancy

**Congratulations!** Whether this is your first pregnancy or you've been pregnant before, we know that no two are the same. Being prepared and knowing what to expect can make it just a bit easier. And HumanaBeginnings is here to help.

After you learn you are pregnant, you should choose a healthcare provider team. This team may include:

- An obstetrician-gynecologist (OB-GYN), midwife or nurse practitioner for care
- A doula or birth companion for prenatal, labor, and postpartum support
- Nurses or social workers

If you haven't already chosen a healthcare provider, make sure to do so as soon as you can. As a Humana Healthy Horizons member, you can find an OB-GYN near you, by visiting [Humana.com/FindADoctor](https://www.humana.com/FindADoctor). Or you can call our Enrollee Services team at **866-432-0001 (TTY: 711)**, Monday – Friday, from 8 a.m. – 8 p.m., Eastern time, and we can find one for you. Once you find a provider, call to set up an appointment to start your prenatal care.

Pregnancies are broken into trimesters. Certain changes happen in your body and your baby's body during each trimester.



### **First trimester: weeks 1 through 13**

- Your baby's organs and body begin to take shape.
- Your baby's heart will start to beat.
- You may feel symptoms like:
  - Breast pain
  - Fatigue
  - Frequent urination
  - Nausea



## What to expect in your body during pregnancy

### Second trimester: weeks 14 through 26

- Around week 18:
  - An ultrasound can help detect your baby's gender.
  - Most people start to feel their babies move. These movements become stronger as your pregnancy goes on.
- Around week 24, your baby's footprints and fingerprints form.
- You may feel symptoms like:
  - Constipation
  - Fatigue
  - Heartburn
  - Frequent urination
  - Leg cramps
  - Nausea

### Third trimester: weeks 27 through 40

- Around week 28:
  - Start counting your baby's movements daily. Count them about one hour after a meal or at the time of day your baby moves the most.
  - Monitor the kicks.
  - Count the baby's movements (e.g., a kick, swish, or roll) once a day.
  - Count any time your baby is active.
  - Count your baby's movements while lying on your left side. You should feel at least 10 movements in two hours.
  - Call your doctor if:
    - You don't feel 10 movements in two hours.
    - Your baby needs more and more time to move 10 times.
    - You don't feel your baby move all day
- Visit [www.CountTheKicks.org](http://www.CountTheKicks.org) to download a free mobile app to help you to track your baby's movements.
- Around week 32, your baby can open and close their eyes.
- Your baby will start to move into a birth position.
- The healthiest time for a baby to be born is after 39 weeks.
- Babies born between 37 and 39 weeks are early-term babies.
- A premature baby is one who is born before 37 weeks. That includes:
  - Late preterm: Your baby is born between 34 and 36 weeks.
  - Somewhat preterm: Your baby is born between 32 and 34 weeks.
  - Very preterm: Your baby is born at less than 32 weeks.
  - Extremely preterm: Your baby is born at or before 25 weeks.





## What to expect in your body during pregnancy

### Postpartum period (sometimes called the “fourth trimester”): the year after giving birth

#### Taking care of your baby:

- Connect with your baby in their first hour of life or as soon as you can.
- Your baby will need frequent feedings, a safe space to sleep and a lot of love.
- Your baby will need to visit the pediatrician to get weight checks and vaccines.

#### Taking care of your body:

- Your body, mind, hormones and feelings will be changing a lot.
- It's important to listen to and take care of your own body.
- Taking care of yourself is good for you, your baby and your whole family.
- You will take your baby to their doctor visits, so do the same for yourself. Schedule and keep your own visits with your OB, midwife, and any other provider you've been seeing.

You are not alone. We're here to help make sure you have the care you need during and after your pregnancy.



# Having a healthy pregnancy and baby

Planning is important during and after pregnancy. We're here to help. Here's what you can do to help make sure you have a healthy pregnancy, birth and post-birth experience.



1. Tell your healthcare provider about your pregnancy.
2. Go to your prenatal and post-delivery visits. If you have to miss a visit, call the doctor's office and schedule a new visit.

**Having a prenatal visit within the first three months of your pregnancy matters.**

You should see your doctor or midwife:

- Between weeks 6 and 8 (around day 42): for a prenatal visit
- Between weeks 8 and 28: once a month
- Between weeks 28 and 36: every two weeks
- Between week 36 and the birth of your baby: every week
- Between 7 and 84 days after delivery

Your doctor may want to see you more often for testing. They can also watch you and your baby for any issues.

3. Tell your healthcare provider about any concerns you have.
4. Take the prenatal vitamins your doctor prescribes. Prenatal vitamins have extra nutrients to help your baby grow and be healthy.
5. Don't take drugs (like herbal medicine, over-the-counter vitamins, cold and flu medicine, or heartburn pills) unless prescribed by your doctor.
6. Eat healthy food and balanced meals.
7. Don't try to diet, because if you're eating right, gaining between 24 and 35 pounds is normal.
8. Drink between six and eight glasses of water a day. Keeping enough water in your body matters for you and your baby.
9. Don't drink caffeine, soda, or alcohol (even beer and wine).
10. Reduce stress and talk to your doctor if you feel too much stress.
11. Try to be on your feet for no more than 5 hours at a time.
12. Do light exercise like yoga or walking.
13. Talk to your healthcare provider before starting any exercise program or activity.
14. Don't smoke. Stay away from people who are smoking.
15. Spend time with helpful, positive people.
16. Read, go to classes, and find out as much as you can about the work your body is doing to grow your healthy baby.





### Common pregnancy conditions

#### Hyperemesis

Signs of hyperemesis include:

- Feeling faint or weak
- Infrequent urination
- Inability to keep food or liquids down for more than 24 hours
- Severe nausea
- Stomach pain or a fever
- Very dark yellow urine
- Weight loss from throwing up

If you think you have any of these issues, tell your doctor. You may need treatment.

#### Common aches and pains

Aches and pains are a normal part of pregnancy. As your baby grows, your aches and pains may increase. Talk to your doctor about any pain you have, especially if the pain comes on fast.

Common aches and pains during pregnancy include:

- Abdominal pain: sharp pain in the stomach because your growing baby causes stretching
- Low back pain: caused because you are carrying more weight
  - To stay comfortable:
    - Keep your back straight
    - Hold your head up when you walk
    - Wear supportive shoes
- Shortness of breath: breathing space gets smaller as baby grows
  - If you become short of breath during an activity:
    - Take your time
    - Breathe slowly
- Heartburn: common late in pregnancy because:
  - Your baby presses against your stomach
  - Food is harder to digest

To prevent heartburn, eat small, frequent meals and avoid spicy food
- Constipation: common late in pregnancy
  - To help prevent constipation:
    - Drink lots of water
    - Eat fruits, veggies and whole-grains
    - Ask your doctor if there is medicine you can take
- Hemorrhoids: swollen tissue and veins in the anal area may:
  - Be triggered by constipation
  - Result from your growing baby putting pressure on that area
  - Be avoided by having soft bowel movements and/or by eating fiber
- Stretch marks: appear on most pregnant women, usually in the later months of pregnancy, and:
  - Are caused by extra weight stretching your skin
  - Usually appear on the lower part of your stomach
  - Can appear on your breasts, thighs, and arms





# Having a baby can be hard and bring up a mix of feelings

HumanaBeginnings wants to help you have the healthiest pregnancy and postpartum period you can. Your body goes through many changes during pregnancy. While you expect to be joyful, sometimes you might feel sad, worried and tired. Many refer to this as “baby blues.”

Postpartum depression is depression that occurs after you give birth to your baby. The symptoms of postpartum depression can be more intense and last longer than those of the “baby blues.” Postpartum anxiety is intense worrying after giving birth.

Depression and anxiety during and after pregnancy are common. And there are ways to fix it. But the signs and symptoms **are not** the same for everyone. This is why it is important to listen to your body and mind. Getting help early can help you start feeling better faster.

Depression and anxiety are caused by factors in your body, your mind and your situation. Your hormones are changing. You are caring for a baby. And you have less time to sleep! Though many factors can cause anxiety and depression, there are many ways to treat it, too:

- Therapy
- Medication
- Getting help from your community and support groups
- Working with Humana’s care management team
- Asking for help from friends and family
- Walking or getting exercise
- Eating a healthy diet
- Sleeping when you can



**Don’t ignore** your symptoms. Don’t be afraid to talk to a doctor if you don’t feel like yourself. Your body goes through many changes during and after pregnancy. It can be difficult to know the cause of your symptoms, so talking to your physician is the first step to making sure you stay healthy.





## Having a baby can be hard and bring up a mix of feelings

### Possible symptoms of depression and/or anxiety

Physical	Emotional	Behavioral
<ul style="list-style-type: none"> <li>• Sleep problems (too much or too little)</li> <li>• Increased heart rate or heart palpitations</li> <li>• Appetite changes (eating too much or not wanting to eat)</li> <li>• Muscle tension, pain</li> <li>• Joint pain</li> <li>• Headaches</li> <li>• Back pain</li> <li>• Feeling short of breath</li> </ul>	<ul style="list-style-type: none"> <li>• Unable to relax or stay calm</li> <li>• Racing thoughts</li> <li>• Anger, stress</li> <li>• Feeling on edge or fearful</li> <li>• Feeling scared or panicked</li> <li>• Blaming yourself when things go wrong</li> <li>• Not looking forward to things</li> <li>• Crying a lot</li> <li>• Feeling sad or numb</li> <li>• Feeling like you cannot care for yourself or your baby</li> <li>• Having thoughts of harming yourself or your baby</li> <li>• Feeling hopeless or in total despair</li> </ul>	<ul style="list-style-type: none"> <li>• Avoiding people or places (especially if you didn't before)</li> <li>• Being very cautious about things that aren't unsafe</li> <li>• Wanting to control</li> <li>• Checking things over and over</li> </ul>

Please make and keep all prenatal and postpartum care visits, including visits with your primary care physician, OB-GYN, behavioral health visits and lab work.

Getting the care you need helps you, your baby, your family and your community! Humana is here to support you and help you find the care you need.



### If you feel hopeless or feel like you may hurt yourself or your baby:

Call 911 or call or text the National Suicide Prevention and Crisis Lifeline at 988. They offer free and private support. They discuss more than just suicide.

You can also call the National Maternal Mental Health Hotline a 24/7, free, confidential hotline for pregnant and new moms in English and Spanish.

The National Maternal Mental Health Hotline can help. Call or text 833-943-5746 (833-9-HELP4MOMS), TTY users can use a preferred relay service or dial 711 and then 833-943-5746.



# Action plan for depression and anxiety around pregnancy

Having a baby brings a mix of emotions, including feeling sad and feeling overwhelmed. Many women experience deeper signs of depression and anxiety before and after birth. Be prepared. Watch for the signs.

**If you...**

- Feel like you just aren't yourself
- Have trouble managing your emotions
- Feel overwhelmed but are still able to care for yourself and your baby

**You may be experiencing mood swings that happen to many pregnant women and new moms.**

These feelings typically go away after a couple of weeks.

- Take special care of yourself. Get your partner to watch the baby, get a babysitter, or team up with another mom to share child care so that you can rest and exercise.
- Continue to watch for the signs of depression and anxiety in the yellow and plum sections on the next page. If things get worse, find someone to talk to. Talk to a healthcare provider if you feel unsure.
- You can talk to the HumanaBeginnings Care team at **866-432-0001 (TTY: 711)**.





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## Action plan for depression and anxiety around pregnancy

### If you...

- Have feelings of intense anxiety that hit with no warning
- Feel foggy and have difficulty completing tasks
- Feel “robotic,” like you are just going through the motions
- Have little interest in things that you used to enjoy
- Feel very anxious around the baby and your other children
- Have scary, upsetting thoughts that don't go away
- Feel guilty and feel like you are failing at motherhood

You may be experiencing postpartum depression and anxiety.

These feelings will not go away on their own.

- Get help. Contact your healthcare provider or visit a clinic.
- Call Postpartum Support International at **800-944-4PPD (4773)** to speak to a volunteer who can provide support and resources in your area.
- Call or text the National Maternal Mental Health Hotline at **833-852-6262 or 833-TLC-MAMA** for 24/7 confidential support.
- Call the 24-hour Healthy Connections Crisis Hotline at **305-646-0112 (TTY: 711)**.
- Talk to your partner, family, and friends about these feelings so they can help you.

### If you...

- Feel hopelessness and total despair
- Feel out of touch with reality (you may see or hear things that other people don't)
- Feel that you may hurt yourself or your baby



Get help now!

- Call **911** for immediate help.
- Call or text **988** the Suicide and Crisis Lifeline.

### Depression and anxiety happen. Getting help matters.

To learn more, visit [nichd.nih.gov/MaternalMentalHealth](https://www.nichd.nih.gov/MaternalMentalHealth).

To find a mental health provider in your area, call **800-662-HELP (4357)**.



# Guide to gestational diabetes

Gestational diabetes is diabetes that can develop during pregnancy. It causes the body to collect extra sugar in the blood. If not controlled, it can cause health risks to both mother and baby.

Gestational diabetes can cause your baby to:

- Grow larger (more than 9 pounds), which can lead to problems during birth
- Have quickly changing blood sugar levels after birth, so they will need to be watched for low blood sugar and may need treatment
- Be more likely to become overweight, obese, or develop type 2 diabetes
- Be more likely to have trouble breathing after birth and need oxygen

Gestational diabetes can cause you to:

- Develop preeclampsia or high blood pressure
- Develop type 2 diabetes later in life
- Take longer to recover
- Have problems during birth
- Have a larger baby that may require a C-section

Even if you have gestational diabetes, it doesn't mean these problems will happen. You can control gestational diabetes with the right approach. Your doctor and Humana can help.

## Resources and programs

Humana Healthy Horizons is here to support you before, during and after pregnancy. We offer helpful resources to our new and expecting moms.



To learn more about and enroll in our HumanaBeginnings program call **866-432-0001 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or visit [Humana.com/SouthCarolinaMoms](https://www.humana.com/SouthCarolinaMoms).





### Keep yourself and your baby healthy

- Ask your healthcare provider about your treatment plan.
- Eat healthy foods and stay active.
  - Work with a dietician or diabetes educator to develop a meal plan to help keep your blood sugar under control.
  - Follow your doctor’s guidance for frequent exercise.
- Monitor your blood sugar often.
  - Your blood sugar can become too high or too low very quickly. What you eat, how you exercise and your growing baby’s needs will affect your blood sugar.
  - Control and treat low or high blood sugar quickly (see symptom checker and treatment).
- See your doctor before, during and after birth. You may need to see your doctor more often because of the diabetes.
- Take your medicine as directed.

### Monitor your blood sugar

The American College of Obstetricians and Gynecologists (ACOG) says you should try to keep your blood sugar below these levels:

	ACOG recommendations	The levels my doctor recommends
Before meals	95 mg/dL or lower	
1 hour after eating	130 mg/dL or lower	
2 hours after eating	120 mg/dL or lower	

Blood sugar is measured in milligrams/deciliter (mg/dL)

Your doctor might recommend different blood sugar levels. Ask your doctor to write in the chart above the levels you should have.



### Symptom checker and treatment

**Low blood sugar can cause:**

- Headaches
- Weakness
- Confusion

**It can also make you feel:**

- Anxious or cranky
- Dizzy or shaky
- Hungry
- Sweaty
- Like your heart is beating too fast

If you notice any of these signs or symptoms, check your blood sugar as soon as you can. Your blood sugar is low when the numbers are 70 milligrams/deciliter (mg/dL) or less. Low blood sugar is called hypoglycemia.

If your blood sugar is low, eat or drink a source of quick sugar. That could be something like a piece of hard candy or 4 ounces of fruit juice, skim milk, or a soft drink (not diet). Check your blood sugar again after 15 minutes. If it's not better, eat or drink a source of quick sugar again. When you feel better, have a high-protein snack like cheese and crackers or half a peanut butter sandwich. Talk with your doctor if you have two or more low blood sugar episodes during a week.

**High blood sugar can cause:**

- Blurred vision
- Difficulty paying attention
- Headaches
- Yeast infections

Your blood sugar is high when the numbers are 130 mg/dL or higher. High blood sugar is also called hyperglycemia.

Talk with your doctor if you notice any of these signs or symptoms.

Call your doctor if your blood sugar is greater than \_\_\_\_\_ .  
(Ask your doctor to write the levels)

**My doctor's name:** \_\_\_\_\_ **Phone number:** \_\_\_\_\_

After you give birth it's important to keep seeing your doctor. They can help you control your blood sugar. Consider breastfeeding to reduce your risk of diabetes later in life.





# Guide to preterm labor

Sometimes a baby can arrive early. Babies who arrive before 37 weeks of pregnancy are considered “preterm” and could be at risk for health problems. Here’s what you should know about preterm labor, so you know what to watch for.

## What is preterm labor?

Preterm labor is labor that begins before the end of 36 weeks of pregnancy. Babies born between 22 and 37 weeks are called “premature.” They may need special care in a neonatal intensive care unit (NICU).

## Certain factors can put you at higher risk for preterm labor

- Smoking, alcohol use or street drug use.
- Having very high or very low body weight.
- Lack of prenatal care.
- Health issues such as diabetes, high blood pressure or infections.
- Multiple pregnancy (twins, triplets or more).
- Family or personal history of preterm labor (let your doctor know).
- Short time between pregnancies.

## What does preterm labor feel like?

Preterm labor can include symptoms like:

- Thick or bloody drainage from your vagina; may have a foul odor.
- Contractions in your lower stomach or low backache.
- Vaginal bleeding or leaking fluid (also called “water breaking”).
- Cramps that feel like a period.
- Pressure like baby is pushing down low in your pelvis.
- Nausea, vomiting or diarrhea.

Call your doctor right away if you have any of the symptoms of preterm labor. You may or may not be admitted to the hospital. But you may need treatments like:

- IV fluids.
- Medicine to relax your uterus and stop labor.
- Medicine to help your baby’s lungs grow.

You may also be put on bed rest or asked to stop activity to help slow labor. If you give birth to your baby early, we have a team who may be able to help during your baby’s stay in the NICU.



# Hearing her can help save her life

If you are or were pregnant—or know someone who is—you know the many changes that come with pregnancy. But some changes aren't normal. Complications and deaths can occur because of pregnancy, but many can be prevented if we recognize the warning signs, trust women's concerns and encourage them to get help early.

## How can I help?

- Really listen to her concerns.
- Remind her that she knows her body best and can trust her instincts if something's not right.
- Help her to reach out to her doctor if she's concerned about any symptoms.
- Offer to go with her to the doctor to take notes and ask questions.
- Support her through follow-up care.

## Learn and share the urgent maternal warning signs

If someone who is pregnant or was pregnant in the last year has any of these symptoms, she should get medical care right away.

- Headache that won't go away or gets worse over time
- Dizziness or fainting
- Changes in vision
- Fever of 100.4 F or higher
- Extreme swelling of hands or face
- Thoughts of harming self or baby
- Trouble breathing
- Chest pain or fast heartbeat
- Severe nausea and throwing up
- Severe belly pain that doesn't go away
- Baby's movement stopping or slowing during pregnancy
- Severe swelling, redness or pain in the arm or leg
- Vaginal bleeding or fluid leaking during pregnancy
- Heavy vaginal bleeding or discharge after pregnancy
- Overwhelming tiredness



Find more information and stories at [www.CDC.gov/HearHer](http://www.CDC.gov/HearHer).





## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-432-0001 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **866-432-0001** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the  
**South Carolina Department of Health and Human Services, Civil Rights Division**  
1801 Main Street, P.O. Box 8206, Columbia, South Carolina 29202,  
**888-808-4238, TTY: 888-842-3620, civilrights@scdhhs.gov**. Complaint form is available at [https://www.scdhhs.gov/sites/default/files/SCDHHS%20Civil%20Rights%20Discrimination%20Complaint\\_0.pdf](https://www.scdhhs.gov/sites/default/files/SCDHHS%20Civil%20Rights%20Discrimination%20Complaint_0.pdf).  
**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

Auxiliary aids and services, free of charge, are available to you.  
**866-432-0001 (TTY: 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.





Humana Healthy Horizons in South Carolina is a Medicaid product of Humana Benefit Plan of South Carolina, Inc.

Language assistance services, free of charge, are available to you.  
**866-432-0001 (TTY: 711)**

**English:** Call the number above to receive free language assistance services.

**Español (Spanish):** Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

**Tiếng Việt (Vietnamese):** Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

**Français (French):** Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

**Русский (Russian):** Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**ગુજરાતી (Gujarati):** મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કોલ કરો.

**العربية (Arabic):** اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.





**Português (Portuguese):** Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

**日本語 (Japanese):** 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

**Українська (Ukrainian):** Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

**हिंदी (Hindi):** भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

**ខ្មែរ (Cambodian):** ហៅមកលេខទូរស័ព្ទខាងលើ ដើម្បីទទួលបានសេវាកម្មបកប្រែភាសាដោយមិនអស់ប្រាក់ ។

SCHLCMJEN





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