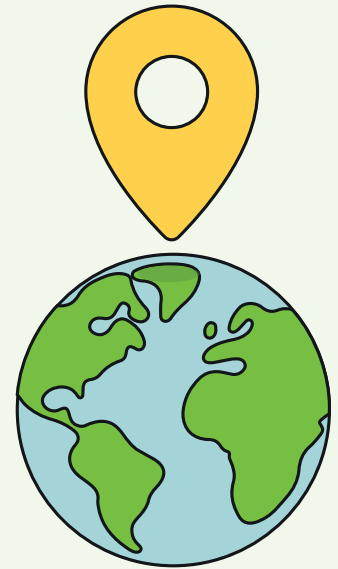




Wherever you go, your emergency coverage travels with you



When traveling, your focus should be on your trip not your health insurance. With Humana, emergency care is one less thing to worry about.

If you need to receive emergency care outside of the U.S. and its territories, your Humana plan offers worldwide coverage for those services.

What to know:

- ✓ You will need to pay up front for services rendered.
- ✓ Be sure to keep itemized billing statements.
- ✓ Upon your return, submit a claim form via mail along with any itemized billing statements for reimbursement. You may want to make a copy of your bill and receipts for your records.
- ✓ We may not reimburse you for all out-of-pocket expenses. You are responsible for any costs exceeding our contracted rates as well as any applicable member cost-share.



Have questions?

For further information, contact Group Medicare customer service at the phone number on the back of your ID card. Monday – Friday, 8 a.m. – 9 p.m., Eastern time.

Humana®

North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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, **877-320-1235 (TTY: 711)**.

Auxiliary aids and services, free of charge, are available to you. **877-320-1235 (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.

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。