



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 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 **833-349-4114 (TTY: 711)**, Monday – Friday, 9 a.m. – 5:30 p.m., Eastern time.

Wellness Coaching

Humana personal health coaches assist by providing individuals with expert guidance, support and personal attention needed to make positive, healthy changes and bring balance to their lives. This program is available to Medicare-covered patients whose plans include the health coaching options. Through coaching, individuals develop a plan for success and create healthy habits that help them maintain new and healthy lifestyles. Typically 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.