



We're here for you

Humana Group Medicare Customer Care

800-585-7417 (TTY: 711)

Monday – Friday, 7 a.m. – 8 p.m., Central time

Humana is a stand-alone prescription drug plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal. Call **800-585-7417 (TTY: 711)** for more information.

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Humana®

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Understanding your benefits and coverage

Inside this packet you'll find:

Welcome to a more human way to healthcare

Your benefits include

Frequently asked questions

What to expect after you enroll

Manage your Humana account online

Find Care tool for pharmacies

Humana Community Navigator

Know your numbers

Prescription Summary of Benefits

Prescription Drug Guide flyer

Prescription Drug Guide

Learn more about the benefits included in your Humana plan

Scan the QR code with your mobile device.



Welcome to a more human way to healthcare

Dear North Dakota Public Employees Retirement System (NDPERS) Member,

North Dakota Public Employees Retirement System (NDPERS) has partnered with Humana to offer you a Group Medicare prescription drug plan (PDP) that provides prescription drug coverage to add to your Original Medicare plan.

It is important to understand your Group Medicare PDP and its features. At Humana, we are committed to ensuring that everyone has access to the resources and support necessary to achieve their best health. We remain dedicated to improving our support for your health and wellness needs.

Review the enclosed materials

This packet gives you information on your Group Medicare PDP and the extra services that Humana offers.

- If you have questions about your premium, please call **North Dakota Public Employees Retirement System (NDPERS) at 800-803-7377 or 701-328-3900 (TTY: 711)**.
- Please see your enclosed Prescription Drug Guide (PDG) to determine if your medications have quantity limits, require a prior authorization or step therapy. You can also visit **Humana.com/Pharmacy** or call Group Medicare Customer Care for assistance.
- Review the Prescription Drug Guide flyer for information on how to view or request a copy of a Prescription Drug Guide (PDG).
- Please see the Find Care page in this packet for instructions on finding a list of network pharmacies.

We look forward to serving you now and for many years to come.

Sincerely,

Group Medicare Operations

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Your benefits



A network of pharmacies

There are more than 61,000 participating pharmacies in our network



Almost no claims paperwork

The plan works with your pharmacist to handle claims for you.



Find Care tool

An online tool that helps you find in-network pharmacies. It also tells you how far they are from you, the hours they're open, if they have a drive-through available, if they offer emergency Rx, delivery options and if they have bilingual employees.



Details you need to know

North Dakota Public Employees Retirement System (NDPERS) partners with Humana Group Medicare for your prescription drug plan (PDP). If you have already enrolled, no further action is needed as your enrollment has been processed. If you would like to enroll in this plan, please contact the NDPERS office to verify eligibility and to request application materials. Enrollment in this plan will end your enrollment in any Medicare prescription drug plan or Medicare Advantage prescription drug plan that you are currently enrolled in.

Know before you enroll

When does my coverage begin?

NDPERS decides how and when you enroll. Check with your benefits administrator for the proposed effective date of your enrollment. Be sure to keep your current pharmacy coverage until your Humana Group Medicare PDP enrollment is confirmed.

Is your pharmacy in-network or out-of-network?

You can find a pharmacy in your network by using Humana's Find Care tool, visit **FindCare.Humana.com**.

What does insurance cover?

- Every pharmacy plan is different. Check coverage details before you visit a pharmacy.
- See if your prescription medication is covered and if you have any open transfers that need to occur.
- All the details about your coverage may be found in your Evidence of Coverage (EOC) or by signing in to your MyHumana account at **Humana.com/PlanDocuments**.

Do I need to show my red, white and blue Medicare ID card when I visit the pharmacy?

No. You'll get a Humana member ID card that will take its place. Keep your Medicare ID card in a safe place—or use it only when it's needed for discounts and other offers from retailers.

What should I do if I need prescriptions filled before I receive my Humana member ID card?

If you need to fill a prescription after your coverage begins but before you receive your Humana member ID card, take a copy of your enrollment confirmation letter to any in-network pharmacy.

How can I get help with my drug plan costs?

People with limited incomes may qualify for assistance from the Extra Help program to pay for their prescription drug costs. To see if you qualify for Extra Help, call **800-MEDICARE (800-633-4227)**, 24 hours a day, seven days a week. If you use a TTY, call **877-486-2048**. You can also call the Social Security Administration at **800-772-1213**. If you use a TTY, call **800-325-0778**. Your state's Medical Assistance (Medicaid) Office may also be able to help, or you can apply for Extra Help online at **www.ssa.gov**.

What should I do if I have to file a claim?

To request reimbursement for a charge you paid for a prescription drug, send the pharmacy's itemized receipt and the Prescription Drug Claim Form (available at **Humana.com** or by calling Customer Care) to the claims address on the back of your Humana member ID card. Make sure the receipt includes your name and Humana member ID number. Call Humana Group Medicare Customer Care for more information and assistance.

What to expect after you enroll

Enrollment confirmation

You'll receive a letter from Humana once the Centers for Medicare & Medicaid Services (CMS) confirms your enrollment.

Humana member ID card

Your Humana member ID card will arrive in the mail shortly after you enroll. Once you receive your Humana member ID card, you can create a MyHumana profile. Having access to your important pharmacy documents online, all in one place, is a great way to stay organized, and you can get to your information at any time. To activate your account, visit **Humana.com/Registration**.

Evidence of Coverage (EOC)

You will receive information on how to view or request a copy of an Evidence of Coverage document (also known as a member contract or subscriber agreement). Please read the document to learn about the plan's coverage and services. This will also include your privacy notice.

Your personalized benefits statement

Humana's SmartSummary® provides a comprehensive overview of your Part D benefits and prescription drug spending. You'll receive this statement after each month you've had a prescription claim processed. You can also sign-in to MyHumana and see your past SmartSummary statements anytime.

We're here for you

If you have questions or need help, call Humana Group Medicare Customer Care, **800-585-7417 (TTY: 711)**, Monday – Friday, 7 a.m. – 8 p.m., Central time.

Manage your Humana plan online

MyHumana is a secure online portal with tools to manage your plan. Sign in or activate your account to get safe, immediate access to your plan information. Then, take your Humana essentials with you wherever you go with the MyHumana mobile app.*

Depending on your plan, you can use the MyHumana mobile app to:

- **Explore coverage and benefit details** the moment you need them
- **Get your Humana member ID card** and add it to your phone's wallet
- **Find care close to you** and get directions on your phone's map app
- **Review claims status**
- **Access your exclusive member discounts**
- **Choose your preferences**

Humana mobile apps—an easier way to manage your benefits

Once your Humana plan coverage begins, go to **MyHumana.com** to activate your account or download the MyHumana mobile app and register. You can find the MyHumana app for iOS and Android in the App Store and Google Play app store.†



Scan this QR Code

Scan this QR code with your mobile device to create your account.
Learn more at **Humana.com/member/manage-your-account**.

*Standard data rates may apply.

†App Store and Google Play app store are registered trademarks of Apple Inc. and Google. All rights reserved. Apple and Google are not participants in or sponsors of this promotion.

Find a pharmacy using Humana's Find Care search tool

Choosing a pharmacy is an important decision. You can use Humana's Find Care search tool to find in-network pharmacies near you.

Go to

FindCare.Humana.com

Search as a Member or Guest

- Sign in to your secure MyHumana account to conduct a search, or
- Search as a guest by entering your location.

Choose the type of care you are looking for

Use the tabs to help you search for a pharmacy.

Find a pharmacy

Choose your pharmacy network, **Humana Medicare Employer Plan (Medicare Group) Network**, from the drop-down menu.

Select the "Search" button for your results

Have you found the pharmacy that you're looking for? If you need to revise your search, you can search again without leaving the results page.

Use Humana's Find Care tool on the MyHumana mobile app

Once your plan begins you can use the MyHumana mobile app to find a pharmacy near you, wherever you are. Select "Find Care" at the bottom of the app.



Scan this QR code

Scan this QR code with your mobile device to find a pharmacy near you.

Humana Community Navigator®

Humana Community Navigator, powered by findhelp, offers an online directory of community resources providing individuals access to more than 600,000 social service programs across the United States. Find what is available in your area.

Search for and connect to personalized resources

- Access one, easy-to-use directory of community resources at no cost - whether you're a Humana member or not
- Robust directory including food, housing, transportation, education, employment and more
- Review search results in your preferred language
- Save resources that matter most to you by sending them via text, email or print
- All resources are either free, reduced cost or based on a sliding scale

Create and manage your own free account

Access Humana Community Navigator at **Humana.findhelp.com**. Choose 'Sign Up' from the top right corner to create an account; unlocking additional features like the ability to save personalized search results, connect to programs, and write reviews.

Get started

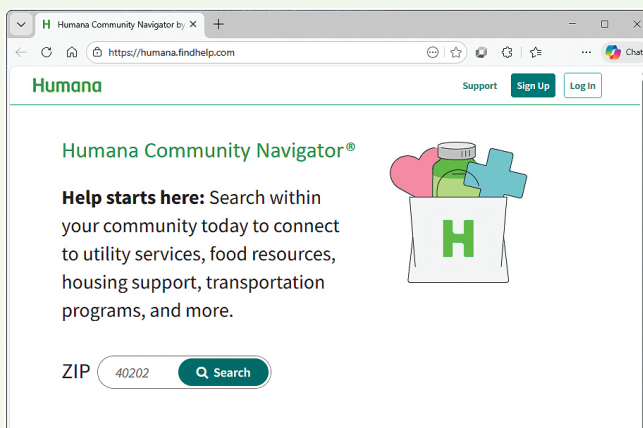
Visit **Humana.findhelp.com**, enter your zip code and click search to access resources.

Review resources

Type in a keyword or select a category to review resources.

Connect now or save for later

Choose the resources that best fit your situation and email, text or print to save.



Scan the QR code on your mobile device

You can also access Humana Community Navigator on your mobile device by scanning the QR code.

Know your numbers

Find important numbers anytime you need them*

Humana Group Medicare Customer Care

800-585-7417 (TTY: 711),

Monday – Friday, 7 a.m. – 8 p.m., Central time

MyHumana

Sign in to or register for MyHumana to access your personal and secure plan information at **MyHumana.com**.

MyHumana mobile app

MyHumana.com/mobile-apps

Pharmacies in your network

FindCare.Humana.com

Medication Therapy Management

833-349-4114 (TTY: 711),

Monday – Friday, 8 a.m. – 4:30 p.m., Central time

CenterWell Pharmacy™

800-379-0092 (TTY: 711),

Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 7 a.m. – 5:30 p.m., Central time

CenterWellPharmacy.com

CenterWell Specialty Pharmacy™

800-486-2668 (TTY: 711),

Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 7 a.m. – 5:30 p.m., Central time

CenterWellSpecialtyPharmacy.com

Humana Clinical Pharmacy Review Team

800-555-2546 (TTY: 711),

Monday – Friday, 7 a.m. – 7 p.m., Central time

State health insurance program offices

800-633-4227 (TTY: 711), daily

www.cms.gov/apps/contacts/#

**You must be a Humana member to use these services.*

