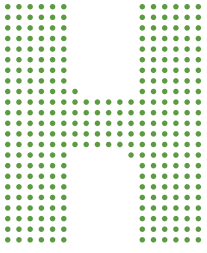


Welcome to
HumanaBeginnings



Humana Healthy Horizons® in Kentucky

KYHM767EN



Dear Member,

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 and a free portable crib 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 a perinatal clinical team 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 portable crib or car seat
- 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/KentuckyMoms](https://www.humana.com/KentuckyMoms).



Other things to do

- Call the Enrollee Services at **800-444-9137 (TTY: 711)**, Monday – Friday, 8 a.m. – 5 p.m. to let them know you're pregnant.
- Pick a doctor for your baby before you are 7 months pregnant by:
 - Using our Find a Doctor service at [Humana.com/FindADoctor](https://www.humana.com/FindADoctor)
 - Reviewing our Provider Directory at [Humana.com/KentuckyDocuments](https://www.humana.com/KentuckyDocuments), or
 - Calling Enrollee Services at the number on the back of your member ID card
- Visit the doctor or midwife who delivers your baby between 1-3 weeks after your baby is born. 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 a different health plan, call the Enrollee Services at **800-444-9137 (TTY: 711)**, Monday – Friday, 8 a.m. – 5 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/KentuckyKids](https://www.humana.com/KentuckyKids) 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:

- Use our online Find a Doctor service at [Humana.com/FindADoctor](https://www.humana.com/FindADoctor), or
- Call Enrollee Services at **800-444-9137 (TTY: 711)**, Monday – Friday, 7 a.m. – 7 p.m., Eastern time.

Thank you for being a Humana Healthy Horizons in Kentucky 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 health care 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 health care 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 **800-444-9137 (TTY: 711)**, Monday through Friday, from 7 a.m. to 7 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

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 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 week.
 - Very preterm: Your baby is born at less than 32 weeks.
 - Extremely preterm: Your baby is born at or before 25 weeks.

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

Pregnancy and heart health



Your heart during pregnancy

Pregnancy comes with a lot of emotions. You might feel excitement and joy, but also worry or nervousness. You can ease your concerns by learning and preparing for pregnancy. Your heart health is a great place to start—and that includes learning about preeclampsia.

Understanding preeclampsia

If you're pregnant or planning your pregnancy, talk to your doctor about preeclampsia. This is a common condition that many people don't know about. It can occur after the 20th week of pregnancy—or after about four-and-a-half months. Preeclampsia involves high blood pressure and can lead to serious issues if not treated.

Are you at risk?

You may be at a higher risk if you:

- Are over 40
- Are pregnant for the first time
- Had preeclampsia in a past pregnancy
- Are carrying multiple babies
- Used in vitro fertilization
- Have a family history of preeclampsia
- Had type 1 or type 2 diabetes before pregnancy
- Are obese
- Have lupus or a history of thrombophilia

Spotting the signs

If you experience any of the following symptoms, please reach out to your healthcare provider right away:

- Swelling in hands or face
- Sudden weight gain
- Persistent headache
- Breathing difficulties
- Pain on the right side below the ribs
- Reduced urination
- Nausea and vomiting
- Lightheadedness
- Vision changes

How to stay heart healthy during pregnancy

Taking care of your heart health is key to a healthy pregnancy. Here are some ways you can stay heart-healthy:

- Adopt a heart-healthy diet.
- Exercise regularly.
- Attend all your prenatal checkups.

Scan QR code to learn more



Checking your blood pressure accurately

Make sure your blood pressure readings are as accurate as possible by following these steps:

- Avoid exercise, caffeine and smoking for 30 minutes before testing.
- Empty your bladder.
- Uncover your arm for the cuff.
- Rest for at least five minutes before the test.
- During the test, sit with your feet flat on the floor, avoid talking and support your arm at heart level.

If you are at risk for preeclampsia, take extra care and have your blood pressure checked regularly. Working closely with your doctor will help you manage the risk.

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

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 health care provider if you feel unsure.
- You can talk to HumanaBeginnings Care Team at **888-285-1121 (TTY: 711)**.

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 health care provider or visit a clinic.
- Call the 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 Behavioral health crisis line **833-801-7355 (TTY: 711)**
- Talk to your partner, family, and friends about these feelings so they can help you.

If you...

- Feel hopeless 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.

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 **888-285-1121 (TTY: 711)**, Monday – Friday, 8 a.m. to 6 p.m. Eastern time, or visit **[Humana.com/KentuckyMoms](https://www.humana.com/KentuckyMoms)**.

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.

What a doula can do for you

A doula is also known as a birth companion. Doulas:

- Are trained to provide physical and emotional support to a mother before, during, and after a pregnancy
- Have been shown to help mothers have a healthier pregnancy and birth, including improved breastfeeding rates and increased chance of a vaginal birth
- Can help you find birthing classes and get information on comfort measures during delivery
- Go to your midwife or doctor visits with you
- May visit you at home after you give birth

However, doulas:

- Are not medical staff
- Cannot give any medical advice or care

Doula benefit information

All pregnant Humana Healthy Horizons in Kentucky members can get doula assistance at no cost before, during, and after a pregnancy. Here's what you need to know about this value-added benefit:

<p>A doula can provide:</p> <ul style="list-style-type: none">• Emotional and physical support to the laboring mother and her family• 4 prenatal visits• 4 postpartum visits• 1 visit for delivery assistance <p>To find a doula services provider near you, visit: www.doulamatch.net/list/birth/ky</p> <p>For best search experience, please use Google Chrome. Other web browsers may not be compatible with this online service.</p> <p>Note: Doulas are not:</p> <ul style="list-style-type: none">• Listed in our online Find a Doctor service or in our Provider Directories• Primary care physicians or OB-GYNs or Midwives	<p>Members can find and contact a doula services provider without asking us for permission (or getting prior authorization).</p> <p>For help finding a doula services provider, call:</p> <ul style="list-style-type: none">• Your HumanaBeginnings care manager (if you have one)• Enrollee Services at 800-444-9137 (TTY: 711) <p>The doula services provider you pick:</p> <ul style="list-style-type: none">• Must be willing to bill Humana Healthy Horizons in Kentucky for reimbursement• Will bill us directly (submit a claim) for the services you receive (to include only the services available through this benefit)• Will receive reimbursement directly from Humana Healthy Horizons in Kentucky
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HumanaBeginnings

We also offer our pregnant members access to our HumanaBeginnings program.

This program:

- Is for our pregnant members
- Includes rewards like a portable crib or car seat
- Provides the help we know you need before and after you give birth

Call the HumanaBeginnings team to enroll and learn about how you can:

- Earn up to \$160 in rewards after completing prenatal care, postpartum care, and well-baby visits¹
- Get a free hospital-grade or non-hospital grade breast pump, once your OB provider submits an order
- Have meals delivered to your home after your baby is born, following an inpatient hospital stay



Contact us

To learn more about doulas:

- Call: **888-285-1121 (TTY: 711)**, Monday – Friday, from 8 a.m. – 6 p.m., Eastern time
- Email: **KYMCDHumanaBeginnings@humana.com**

¹ Rewards have no cash value. The monetary amounts listed above are reward values, not actual dollars. For some rewards, your doctor has to tell us that you completed the healthy activity. Once we get this information from your doctor, you will see in the app the option to redeem the reward. For any reward you qualify to earn during the 2024 plan year, we must get confirmation from your doctor by no later than March 15, 2025.

Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the member to select a certain provider. Rewards may take 90 to 180 days or greater to receive. Rewards are non-transferrable to other Managed Care Plans or other programs. Members will lose access to the Go365[®] app to the earned incentives and rewards if they voluntarily dis-enroll from Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31), members with continuous enrollment will have 90 days to redeem their rewards. E-gift cards may not be used for tobacco, alcohol, firearms, lottery tickets, and other items not supporting a healthy lifestyle.

Call Go365 at **888-225-4699 (TTY: 711)**, or visit **[Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365)**, to learn more about the program.



Notes



Notes



Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-444-9137 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 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 **800-444-9137** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the
U.S. Department of Health and Human Services, Office for Civil Rights
electronically through their Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/portal/lobby.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/ocr/office/file/index.html>.

Auxiliary aids and services, free of charge, are available to you. **800-444-9137 (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 Kentucky is a Medicaid Product of Humana Health Plan Inc.

Language assistance services, free of charge, are available to you.
800-444-9137 (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。

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

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

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

Srpsko-hrvatski (Serbo-Croatian): Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

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。

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

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

Deutsch (Pennsylvania Dutch): Ruf die Nummer owwe fer koschdefrei Hilf in dei eegni Schprooch.

नेपाली (Nepali): निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गर्नका लागि माथिको नम्बरमा फोन गर्नुहोस् ।

Oroomiffa (Oromo): Tajaajila gargaarsa afaan argachuudhaf bilbila armaan oli irratti bilbilaa.

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

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

Ikirundi (Bantu – Kirundi): Hamagara izo numero ziri hejuru uronswe ubufasha kwa gusa bw'uwugusobanurira mu rurimi wumva.



Humana
Healthy Horizons[®]
in Kentucky

