

Where to get care



We know you can get sick or hurt without warning. For most issues, your primary care provider (PCP):

- Can give you the care you need
- Can see you when you're well and when you're sick
- May be able to offer you a virtual care (telehealth) visit

Ask your doctor if he or she offers virtual visits. To learn more about virtual care, please visit [Humana.com/SouthCarolinaVirtualCare](https://www.humana.com/SouthCarolinaVirtualCare).

When your doctor isn't available

Retail clinics and urgent care centers are a great option.

Retail clinics and urgent care centers are:

- **Convenient** – Most open early, close late, and have weekend hours
- **Quick** – No appointment needed
- **Staffed by trained professionals** – Get treatment for a range of issues, including urgent flu-like symptoms, moderate stomach pain, small cuts, minor injuries, ongoing diarrhea, and wheezing

Our online Find a Doctor service has information about care options in your area, including:

- In-network providers
- Other healthcare facilities
- Pharmacies
- Retail clinics
- Specialists
- Urgent care centers

To access our Find a Doctor service, visit [Humana.com/FindADoctor](https://www.humana.com/FindADoctor).

Watch a short video about using our Find a Doctor service:

Scan

- Point the camera on your phone or tablet at this QR code
- Tap the message to open the video in a web browser on your device



Online

[Humana.com/FindADocVideo](https://www.humana.com/FindADocVideo)

If a health concern arises and you are not sure what to do, call the Nurse Advice Line at the number listed on the back of your Enrollee ID Card 24 hours a day, seven days a week to speak to a registered nurse. A nurse will provide appropriate advice about your situation. Do not call the Nurse Advice Line in an emergency.



An EMERGENCY is a sudden, serious situation that demands immediate action.

Where care is most appropriate

Use the chart below to help you pick the right place to get care depending on the care you need.

Condition	Doctor's (PCP's) Office	Video Doctor Visit	Retail Clinic or Urgent Care Center*	Emergency Room
Allergies	X	X	X	
Bug bites	X	X	X	
Bumps, cuts, and scrapes	X	X	X	
Chest pain				X
Cold sores	X	X	X	
Cough, sore throat, congestion	X	X	X	
Difficulty breathing				X
Ear pain	X	X	X	
Flu/Stomach flu	X	X	X	
Gout	X	X	X	
High fever with stiff neck, mental confusion, and/or difficulty breathing				X
Minor headaches, sprains, strains	X	X	X	
Moderate stomach pain				X
Nausea, vomiting, diarrhea	X	X	X	
Numbness on one side of body, difficulty talking, sudden loss of vision				X
Open wounds				X
Partial or total amputation of a limb				X
Pink eye	X	X	X	
Possible broken bones or poisoning				X

Condition	Doctor's (PCP's) Office	Video Doctor Visit	Retail Clinic or Urgent Care Center*	Emergency Room
Screening for coronavirus (COVID-19)		X		
Severe conditions (e.g., headache, stomach pain, etc.)				X
Severe falls				X
Sinus infection	X	X	X	
Small cuts			X	
Strep throat	X	X	X	
Sudden chest pain or pressure, loss of consciousness, abdominal pain				X
Suicidal feelings				X
Trauma				X
Urgent cold or flu-like symptoms				X
Urinary burning	X	X	X	
Vomiting				X
Wheezing or shortness of breath				X

*Consult with your nearest urgent care center to confirm services.

Remember:

- Call your primary care provider (PCP) first when possible
- Ask your doctor if he or she offers virtual care
- Go to a retail clinic or urgent care center if your doctor isn't available
- Dial 911 or get to your nearest emergency room if you have a sudden, serious situation that demands immediate attention



Call Enrollee Services at **1-866-432-0001 (TTY: 711)**,
Monday – Friday, from 8 a.m. – 6 p.m.,
Eastern time for answers to other questions.

Call If You Need Us

If you have questions or need help reading or understanding this letter, call us at **1-866-432-0001** or **TTY**, call **711**. We are available Monday – Friday, from 8 a.m. to 6 p.m. Eastern time. We can help you at no cost to you. We can explain the letter in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Enrollee Handbook regarding your rights.

Discrimination is Against the Law.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. See our website for more information.

Humana Inc. and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Enrollee Services at **1-866-432-0001 (TTY: 711)**.

If you believe that Humana Inc. or its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 – 4618

1-866-432-0001 or if you use a **TTY**, call **711**.

You can file a grievance by mail or phone. If you need help filing a grievance, Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-432-0001 (TTY: 711)**.

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-432-0001 (TTY: 711)**.

繁體中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-432-0001 (TTY: 711)**。

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-866-432-0001 (TTY: 711)**.

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-432-0001 (TTY: 711)**번으로 전화해 주십시오.

Français (French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-432-0001 (ATS: 711)**.

Tagalog (Tagalog – Filipino) PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-866-432-0001 (TTY: 711)**.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-432-0001 (телетайп: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-432-0001 (TTY: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-866-432-0001 (TTY: 711)**.

العربية (Arabic) دعاء اسما لم ت امدخ نإف، ة غ ل ل ركذا ث دحت ت تنك اذإ : ةظوح لم فتاه مقر) **1-866-432-0001** مقر ب ل ص ت ا . ن ا ج م ا ب ك ل ر ف ا و ت ة ي و غ ل ل ل م ك ب ل ا و م ص ل ا : **711**.

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-866-432-0001 (TTY: 711)**.

日本語 (Japanese) 注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-866-432-0001 (TTY: 711)**まで、お電話にてご連絡ください。

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-866-432-0001 (телетайп: 711)**.

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-432-0001 (TTY: 711)** पर कॉल करें।

ខ្មែរ (Cambodian/Khmer): ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្លូវភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ **1-866-432-0001 (TTY: 711)**។