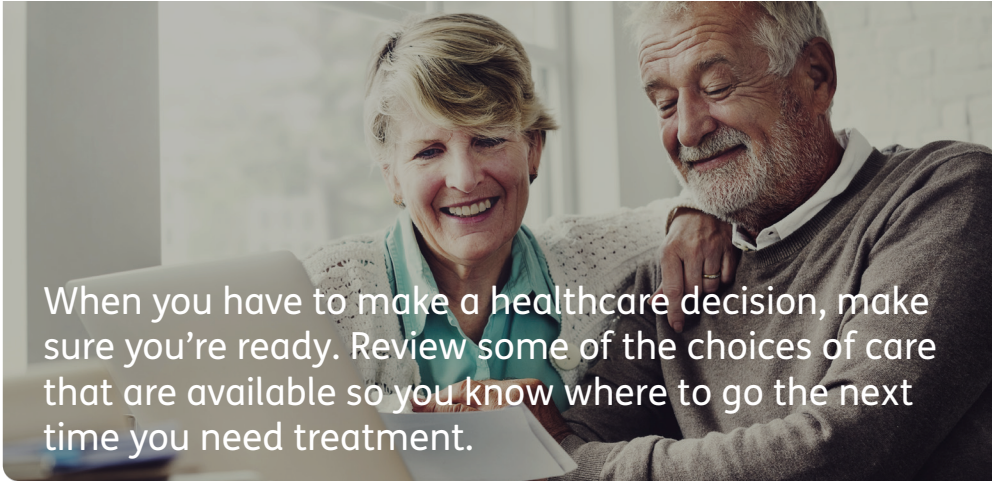
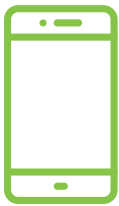


You have choices for care



When you have to make a healthcare decision, make sure you're ready. Review some of the choices of care that are available so you know where to go the next time you need treatment.



Ensure a provider participates in the Humana network by going to **Humana.com** or using the MyHumana Mobile app on your mobile device.

For telemedicine eligibility, call the number on the back of your Humana member ID card.



HumanaFirst® Nurse Advice Line

When a health concern arises, and you aren't sure what to do, call the HumanaFirst Nurse Advice Line. It's available 24 hours, seven days a week by calling **1-800-622-9529 (TTY:711)**. A nurse will provide advice about your situation or advise that another level of care is appropriate. This is not to be used in the case of an emergency.



Doctor's office

Take advantage of the relationship you have with your doctor. Calling your doctor's office during business hours is your best option for treatment in non emergent situations.



Telemedicine

See a doctor within minutes.* Talk with a U.S. board-certified doctor from the comfort of your own home, office or while traveling, 24 hours a day, seven days a week. Visits are HIPAA-compliant and prescriptions may be sent to the pharmacy of your choice. No appointment is needed. Telemedicine is affordable and convenient.**



Retail clinic

When you can't see your doctor, a retail clinic can help you with minor problems like a cold, earache or sore throat. Retail clinics are conveniently located at certain stores, such as CVS®, Target®, Kroger® and Walgreens. Other retail clinics may also be available in the network.



Urgent care center

When you have a minor illness or injury and your doctor isn't available, you might consider going to an urgent care center. Waiting periods are usually shorter than in an emergency room. Many centers have X-ray and lab services and are open in the evenings and on weekends.***



Emergency room (ER)

Visit the ER for a serious medical situation that might represent a threat to your life or limbs. It's appropriate for situations like uncontrolled bleeding, chest pain, difficulty breathing and possible stroke.

Humana®

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Decide where to seek medical care

Condition	Doctor's office	Telemedicine	Retail health clinic	Urgent care center***
Minor headache	✓	✓	✓	✓
Minor sprain, strain	✓	✓		✓
Nausea, vomiting, diarrhea	✓	✓		✓
Bumps, cuts, scrapes	✓	✓	✓	✓
Cough, sore throat, congestion	✓	✓	✓	✓
Urinary burning	✓	✓	✓	✓



Emergency room

- Sudden or unexplained loss of consciousness
- Signs of a heart attack, such as sudden/severe chest pain or pressure
- Signs of a stroke, such as numbness of the face, arm or leg on one side of the body; difficulty talking; sudden loss of vision
- Severe shortness of breath
- High fever with stiff neck, mental confusion and/or difficulty breathing
- Coughing up or vomiting blood
- Cut or wound that won't stop bleeding
- Possible poisoning
- Possible broken bones
- Stab wounds
- Sudden, severe abdominal pain
- Suicidal feelings
- Partial or total amputation of a limb

*Based on MDLIVE and Doctor On Demand's connection times and speed of individual's internet connection.

**Telemedicine services may not be available with all Humana health plans. Limitations on healthcare and prescription services delivered via telemedicine and communications options vary by state. Telemedicine is not a substitute for emergency care and not intended to replace your primary care provider or other providers in your network. This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional.

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

