

# Summary of Benefits

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## **Humana USAA Honor (HMO) H4461-004**

Tennessee Statewide

Our service area includes the following county/counties in Tennessee: Anderson, Bedford, Benton, Bledsoe, Blount, Bradley, Campbell, Cannon, Carroll, Carter, Cheatham, Chester, Claiborne, Clay, Cocke, Coffee, Crockett, Cumberland, Davidson, Decatur, DeKalb, Dickson, Dyer, Fayette, Fentress, Franklin, Gibson, Giles, Grainger, Greene, Grundy, Hamblen, Hamilton, Hancock, Hardeman, Hardin, Hawkins, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Jefferson, Johnson, Knox, Lake, Lauderdale, Lawrence, Lewis, Lincoln, Loudon, Macon, Madison, Marion, Marshall, Maury, McMinn, McNairy, Meigs, Monroe, Montgomery, Moore, Morgan, Obion, Overton, Perry, Pickett, Polk, Putnam, Rhea, Roane, Robertson, Rutherford, Scott, Sequatchie, Sevier, Shelby, Smith, Stewart, Sullivan, Sumner, Tipton, Trousdale, Unicoi, Union, Van Buren, Warren, Washington, Wayne, Weakley, White, Williamson, Wilson.

## Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-800-833-2364 (TTY: 711)**.

### Understanding the Benefits

- The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs and benefits before you enroll. Visit **Humana.com/medicare** or call **1-800-833-2364 (TTY: 711)** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

### Understanding Important Rules

- You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2025.
- Effect on Current Coverage.** If you are currently enrolled in a Medicare Advantage plan, your current Medicare Advantage healthcare coverage will end once your new Medicare Advantage coverage starts. If you have Tricare, your coverage may be affected once your new Medicare Advantage coverage starts. Please contact Tricare for more information. If you have a Medigap plan, once your Medicare Advantage coverage starts, you may want to drop your Medigap policy because you will be paying for coverage you cannot use.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).



# Let's talk about Humana USAA Honor (HMO)

Find out more about the Humana USAA Honor (HMO) plan - including the health and drug services it covers - in this easy-to-use guide.

Humana USAA Honor (HMO) is a Medicare Advantage HMO plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. For a complete list of services we cover, please refer to the plan's Evidence of Coverage on our website, [Humana.com/plandocuments](https://www.humana.com/plandocuments).

## To be eligible

To join Humana USAA Honor (HMO), you must be entitled to Medicare Part A, be enrolled in Medicare Part B and live in our service area.

## Plan name:

Humana USAA Honor (HMO)

## How to reach us:

If you're a member of this plan, call toll-free: **1-800-457-4708 (TTY: 711)**.

If you're **not** a member of this plan, call toll free: **1-800-833-2364 (TTY: 711)**.

## October 1 - March 31:

Call 7 days a week from 8 a.m. - 8 p.m.

## April 1 - September 30:

Call Monday - Friday, 8 a.m. - 8 p.m.

Or visit our website:

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

## More about Humana USAA Honor (HMO)

Do you have Medicare and Medicaid? If you are a dual-eligible beneficiary enrolled in both Medicare and the state's program, you may not have to pay the medical costs displayed in this booklet.

If you have Medicaid, be sure to show your Medicaid ID card in addition to your Humana membership card to make your provider aware that you may have additional coverage. Your services are paid first by Humana and then by Medicaid.

As a member you must select an in-network doctor in your service area listed in this document to act as your Primary Care Provider (PCP). Humana USAA Honor (HMO) has a network of doctors, hospitals, pharmacies and other providers. If you use providers who aren't in our network, the plan may not pay for these services.



## A healthy partnership

Get more from your plan — with extra services and resources provided by Humana!



## Monthly Premium, Deductible and Limits

<b>Monthly Plan Premium</b>	<b>\$0</b> You must keep paying your Medicare Part B premium.
<b>Part B premium reduction</b>	Your plan will reduce your Monthly Part B premium by up to <b>\$100</b> but by no more than Original Medicare's Part B Premium for 2024.
<b>Medical deductible</b>	This plan does not have a deductible.
<b>Maximum out-of-pocket responsibility</b>	<b>\$3,200</b> in-network The most you pay for copays, coinsurance and other costs for covered medical services for the year.



## Covered Medical and Hospital Benefits

### INPATIENT HOSPITAL CARE

Your plan covers an unlimited number of days for an inpatient stay

**\$150** copay per day for days 1-5  
**\$0** copay per day for days 6-90

### OUTPATIENT HOSPITAL COVERAGE

Services listed below may also be covered at other places of treatment. Please refer to specific services listed in this document for additional information.

**Advanced imaging services (MRI, MRA, PET and CT scan)** **\$300** copay

**Basic radiological services (X-rays)** **\$125** copay

**Cardiac rehabilitation services** **\$10** copay

**Chemotherapy drugs** **20%** of the cost

**Coumadin clinic services** **\$10** copay

**Diagnostic colonoscopy** **\$0** copay

**Diagnostic mammography** **\$0** copay

**Diagnostic procedures and tests - other** **\$25** copay

**Lab services** **\$25** copay

**Medicare Part B covered drugs** **20%** of the cost

**Mental health services** **\$25** copay

**Nuclear medicine services** **\$300** copay

*You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.*



## Covered Medical and Hospital Benefits (cont.)

<b>Occupational therapy</b>	<b>\$20</b> copay
<b>Opioid treatment program services</b>	<b>\$25</b> copay
<b>Physical therapy</b>	<b>\$20</b> copay
<b>Pulmonary rehabilitation services</b>	<b>\$10</b> copay
<b>Renal dialysis services</b>	<b>20%</b> of the cost
<b>Sleep study (facility based)</b>	<b>\$25</b> copay
<b>Speech therapy</b>	<b>\$20</b> copay
<b>Substance abuse services</b>	<b>\$25</b> copay
<b>Supervised Exercise Therapy (SET) for Peripheral Artery Disease (PAD)</b>	<b>\$10</b> copay
<b>Surgery services</b>	<b>\$250</b> copay
<b>Therapeutic radiology (Radiation therapy)</b>	<b>\$0</b> copay
<b>Wound care</b>	<b>\$25</b> copay
<b>AMBULATORY SURGERY CENTER</b>	
<b>Diagnostic colonoscopy</b>	<b>\$0</b> copay
<b>Surgery services</b>	<b>\$200</b> copay
<b>DOCTOR OFFICE VISITS</b>	
<b>Primary care provider (PCP)</b>	<b>\$0</b> copay
<b>Specialist</b>	<b>\$25</b> copay

You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.



# Covered Medical and Hospital Benefits (cont.)

## PREVENTIVE CARE

**Our plan covers many preventive services at no cost when you see an in-network provider including:**

- Abdominal aortic aneurysm screening
  - Alcohol misuse screening & counseling
  - Annual Wellness Visit (AWV)
  - Bone mass measurement
  - Breast cancer screening (mammogram)
  - Cardiovascular disease risk reduction visit
  - Cardiovascular disease screening
  - Cervical and vaginal cancer screening
  - Colorectal cancer screening
  - Depression screening
  - Diabetes screening
  - Diabetes self-management training
  - Glaucoma screening
  - HIV screening
  - Immunizations
  - Lung cancer screening
  - Medical nutrition therapy
  - Medicare Diabetes Prevention Program (MDPP)
  - Obesity screening and therapy
  - Prostate cancer screening exams
  - Routine physical exam
  - Sexually transmitted infections (STIs) screening and counseling
  - Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)
  - "Welcome to Medicare" preventive visit
- Any additional preventive services approved by Medicare during the contract year will be covered.

## EMERGENCY CARE

**Emergency services at emergency room**

**\$135** copay  
If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for the emergency care.

**Physician and professional services at emergency room**

**\$0** copay

## URGENTLY NEEDED SERVICES

**\$65** copay at an urgent care center  
Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical attention.

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# Covered Medical and Hospital Benefits (cont.)

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## DIAGNOSTIC SERVICES, LABS & IMAGING

<b>Advanced imaging services (MRI, MRA, PET and CT scan)</b>	<ul style="list-style-type: none"> <li>Freestanding radiological facility: <b>\$200</b> copay</li> <li>Primary care physician's office: <b>\$200</b> copay</li> <li>Specialist's office: <b>\$200</b> copay</li> </ul>
<b>Basic radiological services (X-rays)</b>	<ul style="list-style-type: none"> <li>Freestanding radiological facility: <b>\$50</b> copay</li> <li>Primary care physician's office: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$25</b> copay</li> <li>Urgent care center: <b>\$65</b> copay</li> </ul>
<b>Diagnostic colonoscopy</b>	<ul style="list-style-type: none"> <li>Ambulatory surgery center: <b>\$0</b> copay</li> </ul>
<b>Diagnostic mammography</b>	<ul style="list-style-type: none"> <li>Freestanding radiological facility: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$0</b> copay</li> </ul>
<b>Diagnostic procedures and tests</b>	<ul style="list-style-type: none"> <li>Primary care physician's office: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$25</b> copay</li> <li>Urgent care center: <b>\$65</b> copay</li> </ul>
<b>Lab services</b>	<ul style="list-style-type: none"> <li>Freestanding laboratory: <b>\$0</b> copay</li> <li>Primary care physician's office: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$0</b> copay</li> <li>Urgent care center: <b>\$65</b> copay</li> </ul>
<b>Nuclear medicine and services</b>	<ul style="list-style-type: none"> <li>Freestanding radiological facility: <b>\$200</b> copay</li> </ul>
<b>Sleep study</b>	<ul style="list-style-type: none"> <li>Member's home: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$25</b> copay</li> </ul>
<b>Therapeutic radiology (Radiation therapy)</b>	<ul style="list-style-type: none"> <li>Freestanding radiological facility: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$25</b> copay</li> </ul>

You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.



# Covered Medical and Hospital Benefits (cont.)

H4461004000

## HEARING SERVICES

Medicare-covered hearing

**\$25** copay

**Mandatory supplemental hearing benefit**

In-Network:

**HER940**

- **\$0** copay for routine hearing exams up to 1 per year.
- **\$399** copay for each Advanced level hearing aid up to 1 per ear per year.
- **\$699** copay for each Premium level hearing aid up to 1 per ear per year.

Hearing aid purchase includes:

- Unlimited follow-up provider visits during first year following TruHearing hearing aid purchase
- 60-day trial period
- 3-year extended warranty
- 80 batteries per aid for non-rechargeable models
- Rechargeable style options available for an additional **\$50** per aid.

**You must see a TruHearing provider to use this benefit. Call 1-844-255-7144 to schedule an appointment (for TTY, dial 711).**

## DENTAL SERVICES

Medicare-covered dental

**\$25** copay

**Mandatory supplemental dental benefit**

In-Network:

**DEN086**

- Plan covers up to **\$2,000** allowance every year for non-Medicare covered preventive and comprehensive dental services.
- You are responsible for any amount above the dental coverage limit.
- Any amount unused at the end of the year will expire.
- Your benefit can be used for most dental treatments such as:
  - Preventive dental services, such as exams, routine cleanings, etc.
  - Basic dental services, such as fillings, extractions, etc.
  - Major dental services, such as periodontal scaling, crowns, dentures, root canals, bridges, etc.
- Note: The allowance cannot be used on cosmetic services and implants.

*You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.*





## Covered Medical and Hospital Benefits (cont.)

Limitations and exclusions may apply. Submitted claims are subject to a review process which may include a clinical review and dental history to approve coverage. Dental benefits under this plan may not cover all ADA procedure codes. Any services received that are not listed will not be covered by the plan and will be the member's responsibility. The member is responsible for any amount above the dental coverage limit. Benefits are offered on a calendar year basis. Any amount unused at the end of the year will expire. Information regarding each plan is available at **Humana.com/sb**.

In-network dentists have agreed to provide covered services at contracted rates (per the in-network fee schedules, or INFS). If a member visits a participating network dentist, the member cannot be billed for charges that exceed the negotiated fee schedule (annual maximum still applies).

The Mandatory Supplemental Dental benefits are provided through the Humana Dental Medicare Network. The provider locator can be found at **Humana.com** > Find a doctor > Select the Dentist icon from the menu > Enter Zip code > From the Distance drop down select the preferred distance > From the look up method select All Dental Networks > Then select HumanaDental Medicare.

### VISION SERVICES

**Eyewear (post cataract surgery)**

**\$0** copay

**Medicare-covered diabetic eye exam**

**\$0** copay

**Medicare-covered vision services**

**\$25** copay

The provider location for Medicare-covered vision can be found at **Humana.com** > Find a Doctor > select the Medical icon > enter Zip Code > select look up Method > Medicare or Medicare-Medicaid > select your plan Network > select Search Category > Specialty Physician.

*You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.*



# Covered Medical and Hospital Benefits (cont.)

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## Mandatory supplemental vision benefit

In-Network:

### VIS734

- **\$0** copay for routine exam up to 1 per year.
- **\$100** maximum benefit coverage amount per year for contact lenses or eyeglasses-lenses and frames, fitting for eyeglasses-lenses and frames.
- **\$150** maximum benefit coverage amount per year at PLUS Provider for contact lenses or eyeglasses-lenses and frames, fitting for eyeglasses-lenses and frames.
- Eyeglass lens options may be available with the maximum benefit coverage amount up to 1 pair per year.
- Maximum benefit coverage amount is limited to one time use per year.
- Maximum benefit coverage amounts cannot be combined.

PLUS providers are part of the **Humana Medicare Insight Network** and are indicated in the provider locator search results.

The provider locator for the Humana Medicare Insight Network for Mandatory supplemental benefit vision can be found at **Humana.com** > Find a Doctor > select the Vision Care icon > select Medicare > select Medicare Advantage.

## MENTAL HEALTH SERVICES

### Inpatient

Your plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital

**\$150** copay per day for days 1-5

**\$0** copay per day for days 6-90

### Therapy visits

- Partial hospitalization: **\$25** copay
- Specialist's office: **\$25** copay

## SKILLED NURSING FACILITY (SNF)

Your plan covers up to 100 days in a SNF

**\$20** copay per day for days 1-20

**\$203** copay per day for days 21-100

## PHYSICAL THERAPY

### Comprehensive outpatient rehab facility

**\$20** copay

### Specialist's office

**\$20** copay

*You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.*



## Covered Medical and Hospital Benefits (cont.)

### AMBULANCE

<b>Air</b>	<b>20%</b> of the cost
<b>Ground</b>	<b>\$300</b> copay per date of service

### TRANSPORTATION

Not covered

### MEDICARE PART B DRUGS

<b>Allergy shots and serum</b>	<ul style="list-style-type: none"> <li>Primary care physician's office: <b>\$0</b> copay</li> <li>Specialist's office: <b>\$0</b> copay</li> </ul>
<b>Chemotherapy drugs</b>	<ul style="list-style-type: none"> <li>Specialist's office: <b>20%</b> of the cost</li> </ul>
<b>Other Part B drugs</b> Some rebatable Part B drugs may be subject to a lower coinsurance. You pay no more than \$35 for a one-month (up to 30-day) supply for all Part B insulin covered by our plan, and if your plan has a deductible it does not apply to Part B insulin.	<ul style="list-style-type: none"> <li>Pharmacy: <b>20%</b> of the cost</li> <li>Primary care physician's office: <b>20%</b> of the cost</li> <li>Specialist's office: <b>20%</b> of the cost</li> </ul>



## Prescription Drug Benefits

Your plan covers Part B drugs including, but not limited to, chemotherapy and some drugs administered by your provider. However, this plan does not cover Part D prescription drugs.



## Additional Benefits

<b>Chiropractic services (Medicare-covered)</b>	<b>\$20</b> copay
<b>Podiatry services (Medicare-covered)</b>	<b>\$25</b> copay
<b>Acupuncture services (Medicare-covered)</b>	<b>\$25</b> copay for acupuncture for chronic low back pain visits up to 20 visit(s) per year.

### MEDICAL EQUIPMENT/SUPPLIES

<b>Diabetic monitoring supplies</b>	<ul style="list-style-type: none"> <li>Diabetic supplier: <b>20%</b> of the cost</li> <li>Network retail pharmacy: <b>10%</b> of the cost</li> <li>Preferred diabetic supplier: <b>\$0</b> copay</li> </ul>
<b>Durable medical equipment (DME) and related supplies</b>	<ul style="list-style-type: none"> <li>Durable medical equipment provider: <b>20%</b> of the cost</li> </ul>
<b>Medical supplies</b>	<ul style="list-style-type: none"> <li>Medical supplier: <b>20%</b> of the cost</li> </ul>
<b>Prosthetic devices and related supplies</b>	<ul style="list-style-type: none"> <li>Prosthetics provider: <b>20%</b> of the cost</li> </ul>

You do not need a referral to receive covered services from plan providers. Certain procedures, services and drugs may need advance approval from your plan. This is called a "prior authorization" or "preauthorization." Please contact your PCP or refer to the Evidence of Coverage (EOC) for services that require a prior authorization from the plan.

**REHABILITATION SERVICES**

<b>Cardiac rehabilitation services</b>	<ul style="list-style-type: none"> <li>Specialist's office: <b>\$10</b> copay</li> </ul>
<b>Occupational therapy</b>	<ul style="list-style-type: none"> <li>Comprehensive outpatient rehab facility: <b>\$20</b> copay</li> <li>Specialist's office: <b>\$20</b> copay</li> </ul>
<b>Physical therapy</b>	<ul style="list-style-type: none"> <li>Comprehensive outpatient rehab facility: <b>\$20</b> copay</li> <li>Specialist's office: <b>\$20</b> copay</li> </ul>
<b>Pulmonary rehabilitation services</b>	<ul style="list-style-type: none"> <li>Specialist's office: <b>\$10</b> copay</li> </ul>
<b>Speech therapy</b>	<ul style="list-style-type: none"> <li>Comprehensive outpatient rehab facility: <b>\$20</b> copay</li> <li>Specialist's office: <b>\$20</b> copay</li> </ul>
<b>Supervised Exercise Therapy (SET) for Peripheral Artery Disease (PAD)</b>	<ul style="list-style-type: none"> <li>Specialist's office: <b>\$10</b> copay</li> </ul>

**TELEHEALTH SERVICES (in addition to Original Medicare)**

<b>Primary care physician's office</b>	<b>\$0</b> copay
<b>Specialist</b>	<b>\$25</b> copay
<b>Substance abuse and behavioral health services</b>	<b>\$0</b> copay
<b>Urgent care services</b>	<b>\$65</b> copay



## More benefits with **your plan**

Enjoy some of these extra benefits included in your plan.

This is a summary of what we cover. It doesn't list every service that we cover or list every limitation or exclusion. The Evidence of Coverage (EOC) provides a complete list of coverage and services. Visit [Humana.com/plandocuments](https://www.humana.com/plandocuments) to view a copy of the EOC or call **1-800-833-2364**.

### Healthy Options Allowance

Members diagnosed with a chronic health condition may receive a **\$50** monthly allowance on a prepaid card to use for essentials you need to support your health.

This allowance can be used to buy approved products from participating retail locations (like groceries, personal care items, home supplies, etc.) or pay for approved services (monthly living expenses like rent, non-medical transportation costs like a taxi, Uber, Lyft, etc.).

Allowance amount cannot be combined with other allowances which may be on the Card.

Unused amount rolls over to the next month and expires at the end of the plan year.

- Allowance is available to use at the beginning of every month.
- Limitations and restrictions may apply.

**See the Humana Spending Account Card section for more information.**

### Humana Spending Account Card

The Humana Spending Account Card is what you use to spend allowances included in this plan. If your previous plan had a USAA Health Flex Card and/or an OTC Allowance Card, you will be sent a Humana Spending Account Card. Please activate your card as soon as you receive it in the mail.

**Please keep this card even after the allowance is spent as future allowance amounts will be added to this card.**

- Humana is not responsible for lost or stolen cards.
- Please see the back of your card for more information.
- Allowance amounts cannot be combined with other benefit allowances on the card.
- Limitations and restrictions may apply.

### HMO Travel Benefit

Members can receive in-network benefits when services are received from a participating HMO National Network provider during their travels to other states and Puerto Rico.

You must select an in-network doctor in your service area listed in this document to act as your Primary Care Provider (PCP).

**NationsMarket® Fresh, Prepared Meal Program**

Humana's freshly made home delivered meal program for members following an inpatient stay in the hospital or nursing facility.

**Over-the-Counter (OTC) mail order**

**\$100** quarterly allowance to buy approved over-the-counter health and wellness products available through our OTC Mail Order provider.

Unused amount rolls over to the next quarter and expires at the end of the plan year.

- Quarterly allowance amounts are available to use at the beginning of January, April, July, and October.
- Limitations and restrictions may apply.

**Rewards and Incentives**

Go365 by Humana® a Rewards and Incentive program for completing certain preventive health screenings and health and wellness activities.

**SilverSneakers® fitness program**

Basic fitness center membership including in person and digital fitness classes.

## Important

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### 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 **1-877-320-1235** 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, **1-800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. **1-877-320-1235 (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.



## Multi-Language Insert

### Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-320-1235 (TTY: 711). Someone who speaks English can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-320-1235 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-877-320-1235 (听障专线：711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-877-320-1235 (聽障專線：711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-877-320-1235 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-877-320-1235 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-877-320-1235 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-877-320-1235 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-877-320-1235 (TTY: 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Form CMS-10802 (Expires 12/31/25)

Form Approved OMB# 0938-1421



**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-877-320-1235 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بخططنا الصحية أو خطة الأدوية الموصوفة لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على (TTY: 711) 1-877-320-1235. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-877-320-1235 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-877-320-1235 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-877-320-1235 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-877-320-1235 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-877-320-1235 (TTY: 711). Ta usługa jest bezpłatna.

**Japanese:** 当社の健康保険と処方薬プランに関するご質問にお答えするために、無料の通訳サービスをご用意しています。通訳をご用命になるには、1-877-320-1235 (TTY:711) にお電話ください。日本語を話す者が支援いたします。これは無料のサービスです。



## Find out **more**

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You can see our plan's **provider directory** at our website at **[humana.com/finder/search](http://humana.com/finder/search)** or call us at the number listed at the beginning of this booklet and we will send you one.

To find out more about the coverage and costs of Original Medicare, look in the current “Medicare & You” handbook. View it online at <http://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

The Humana USAA Honor plans are available to anyone eligible for Medicare and veterans should consider all of their health plan options.

Telehealth services shown are in addition to the Original Medicare covered telehealth. Your cost may be different for Original Medicare telehealth. Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your evidence of coverage for additional details on what your plan may cover or other rules that may apply.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

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The Part B Premium Reduction benefit pays part or all of your Part B premium and the amount may change based on the amount you pay for Part B.

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## The information you need is just a click away.

Visit [Humana.com/PlanDocuments](https://www.humana.com/PlanDocuments) to check details about your plan, including benefits and costs.

If you'd like a printed Evidence of Coverage, Provider Directory, or Drug List mailed to you, you can request one online at the website above, or call **1-800-457-4708 (TTY: 711)**, 24 hours a day, seven days a week. Please have your Humana member ID card ready when you call. When asked for the reason you've called, say "Evidence of Coverage," "Drug List" or "Provider Directory."

## Activate your secure MyHumana account.

Your online MyHumana account is an important part of your Humana membership. Use it to view your plan details anytime and access important plan documents online, all in one place. It's easy to use and tailored to you.

### Already have an account?

Go to [Humana.com/MyHumanaPlan](https://www.humana.com/MyHumanaPlan) and log in.

### Don't have an account yet?

Create one using the same link above in just minutes.

## Complete your Medicare Health Assessment

Reply to nine simple questions about your health. Your answers will help us guide you to tools and resources in your plan that may help you reach your health goals and live the way you want.

### Two easy options

Call our automated voice service at **888-445-3379 (TTY: 711)**. Have your eight-digit member ID number handy—it's located on the front of your Humana member ID card.

OR log in to your MyHumana account.

## Receiving information about other insurance products

As a Humana member, we may call you to offer other insurance-related products. You can opt out of those future calls by calling the Customer Care number on the back of your ID card.

**Humana Inc.**

P.O. Box 14168

Lexington, KY 40512-4168

Important information about your plan

**Humana.com**