

Humana Group Medicare Employer Plan

Bringing Humana to You

University of Richmond

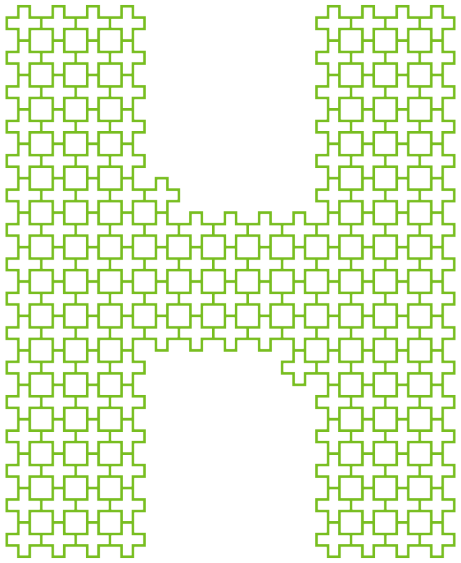
Humana®





What you need to know

Your Humana plan and the extra benefits and services available to you

- 
- 1 Medicare**
 - 2 Your plan**
 - 3 Extra benefits**
 - 4 Value-added items and services**

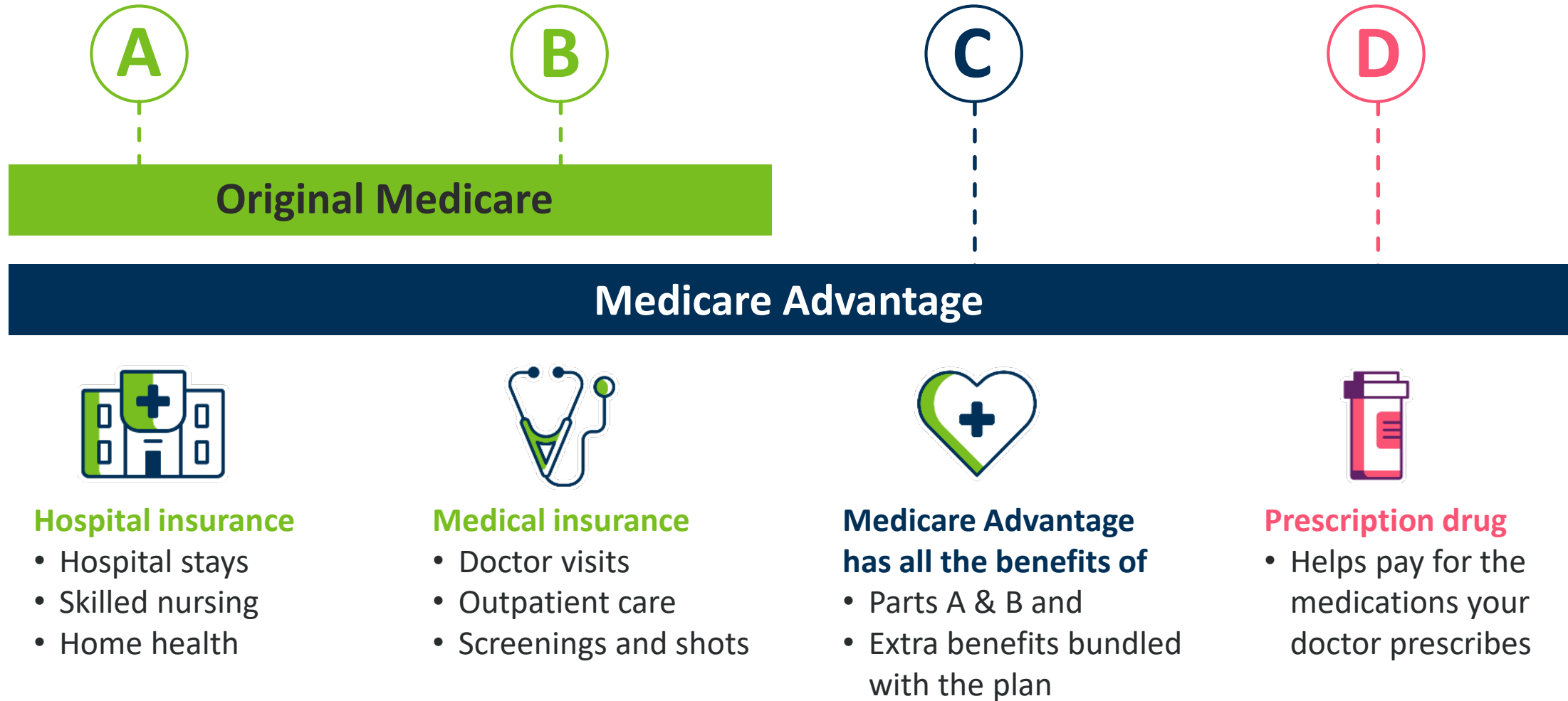


Medicare

How does Medicare work, and how is it different from Medicare Advantage?



Original Medicare vs. Medicare Advantage



Your Medicare options

Original Medicare



- Members with Original Medicare (Parts A and B) often choose to add a stand-alone prescription drug plan (Part D) and a Medicare Supplement plan to get additional coverage
- Possible to have up to 3 different cards

Medicare Advantage Plan



- Includes Original Medicare Parts A and B (must continue to pay Part B premium) and extra benefits bundled with the plan
- 1 card and 1 place to call with questions
- **Part D prescription coverage is not included on all Medicare Advantage plans**



Your plan

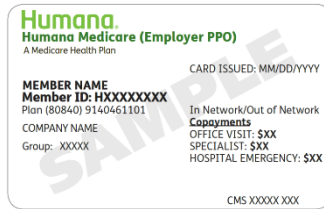
What is my plan, and how does it work for me?



Medicare Part C

Medicare Advantage plan types

PPO



Preferred Provider Organization

Choose any provider that accepts Medicare and agrees to bill the plan. With your PPO plan, your cost share will be the same for both in- and out-of-network services.

- No copay for certain preventive care
- Out-of-pocket maximum
- Worldwide emergency coverage





Your PPO benefits

With your PPO plan, your cost share will be the same for in- and out-of-network services.

Your PPO plan	
Annual deductible	\$183
Annual maximum out-of-pocket	\$1,000
Hospital care	
Outpatient hospital visits	\$0 copay
Inpatient hospital	\$100 per admit
Physician and facility services	
Primary care provider	\$0 copay
Specialist	\$0 copay
Outpatient ambulatory surgical center	\$0 copay
Durable medical equipment	0% of the cost
Emergency services	
Emergency room care	\$75 copay
Urgent care	\$0 copay

Medicare Part D

Prescription drug plan

PDP

Prescription Drug Plan

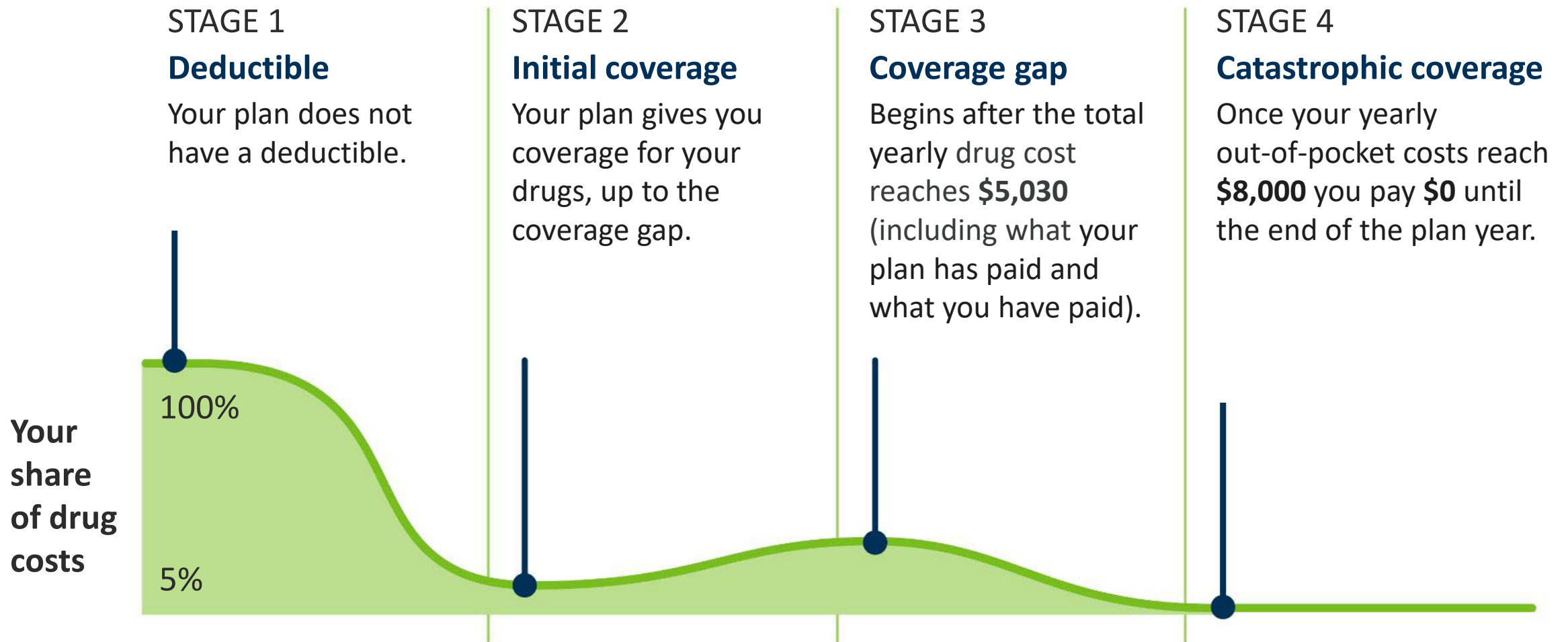
Prescription drug coverage is available as part of your Medicare Advantage plan with prescription drug coverage (MAPD).

- Generic, brand and specialty drug coverage
- List of covered drugs may vary by plan
- Access to mail-order pharmacies



Medicare Part D

Humana's Part D coverage is designed to help you manage your out-of-pocket costs.



Your Part D benefits

Humana's Part D coverage is spread among four groupings based on the drug type—also called “tiers”.

Tiers	Standard retail copay/coinsurance cost sharing (30-day supply)	Standard mail order copay/coinsurance cost sharing (90-day supply)	Common medications that fall into each tier
Tier 1 Generic/preferred generic	\$2 copay	\$0 copay	Levothyroxine Sodium Simvastatin Omeprazole
Tier 2 Preferred brand	\$36 copay	\$93 copay	Synthroid, Eliquis, Xarelto
Tier 3 Nonpreferred drug	40% of the cost	40% of the cost	Zocor, Prilosec
Tier 4 Specialty	33% of the cost	N/A	Enbrel, Humira



Rx mail delivery

Your plan includes access to a network of pharmacies, including mail order pharmacies. CenterWell Pharmacy™ is one option.

Accuracy and safety

Free standard shipping in discreet, temperature-controlled packaging.

Convenience

No driving to the pharmacy or waiting in line.

Reminders

Refill reminders by email, text or phone—you decide.

Learn more

Learn more by visiting **CenterWellPharmacy.com** or by calling **800-379-0092 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

Other pharmacies are available in the Humana network.

Part B vs. Part D prescription drug coverage

Humana's Part D coverage is designed to help you manage your out-of-pocket costs.



Part B

- **Injectable/IV drugs given in provider's office.**
- **Diabetic testing supplies, insulin pumps, insulin for insulin pump and CGMs.**
- **Vaccines covered under Part B:**
 - Influenza (flu) vaccine
 - Pneumococcal (pneumonia) vaccines
 - Hepatitis B vaccines for persons at increased risk of hepatitis
 - Vaccines directly related to the treatment of an injury (rabies and tetanus)
 - COVID 19



Part D

- **Diabetes medications**
- **Insulin administered (or used) with syringes or pens**
- **Syringes, pen needles or other insulin administration devices that are not durable medical equipment (e.g., Omnipod or VGO)**
- **Covers most medications**
- **Vaccines like the examples below:**
 - Shingles
 - Tdap
 - Hepatitis A



Continuous glucose monitors and supplies

Medicare-covered therapeutic continuous glucose monitors (CGMs) and supplies are **covered under your Humana Group Medicare Part B medical benefit.**

- CGMs and supplies can be obtained from a durable medical equipment (DME) provider that accepts Medicare and will bill your insurance
- CGMs and supplies can now be obtained at participating retail pharmacies
- CGMs and supplies will not be covered through your pharmacy benefit

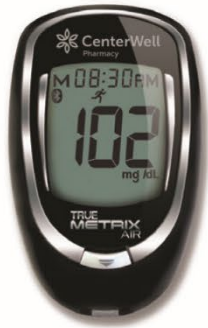
Humana preferred DME providers

CCS Medical, 877-531-7959, Monday – Friday,
8 a.m. – 6 p.m., Eastern time

Edwards Healthcare, 888-344-3434, Monday – Friday,
8:30 a.m. – 5 p.m., Eastern time

Diabetic testing supplies are covered under your medical benefit

Your Humana Group Medicare Advantage plan covers diabetic testing supplies under your medical benefit, even though you get them from the pharmacy



CenterWell TRUE METRIX® AIR by Trividia

- Bluetooth® technology
- No coding
- Tiny, 0.5-microliter sample size
- Results in 4 seconds



Accu-Chek Guide Me® by Roche

- Large, easy to read display
- Bluetooth® technology
- Small, 0.6-microliter sample size
- Results in 4 seconds
- No coding required
- Automatically log blood glucose test results to your Android or iOS device with the mySugr app

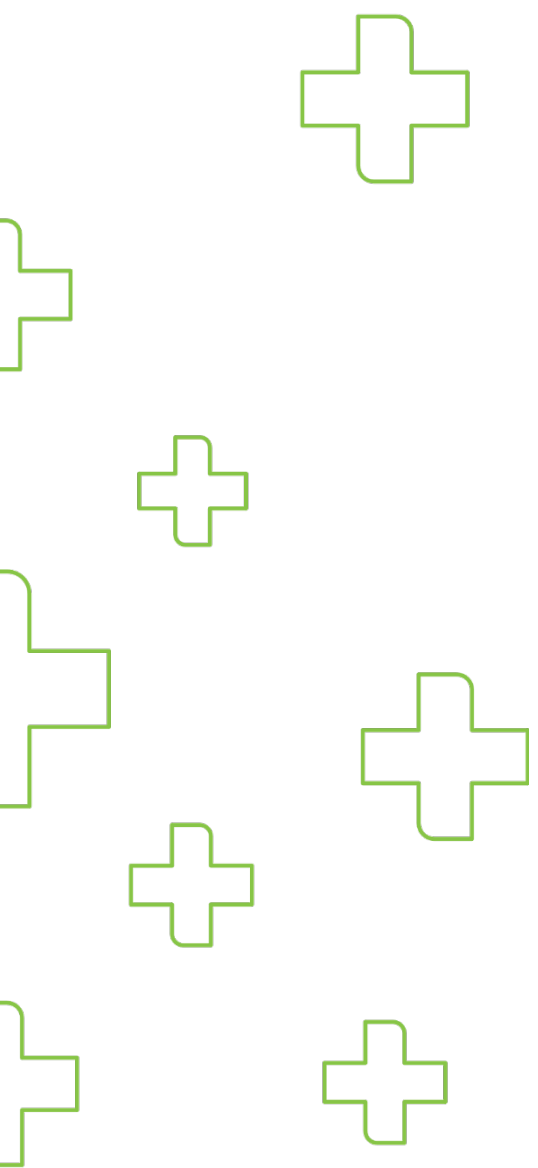


Accu-Chek Guide® by Roche

- Simple to see, day or night
- Bluetooth® technology
- Small, 0.6-microliter sample size
- Results in 4 seconds
- No coding required
- Automatically log blood glucose test results to your Android or iOS device with the mySugr app

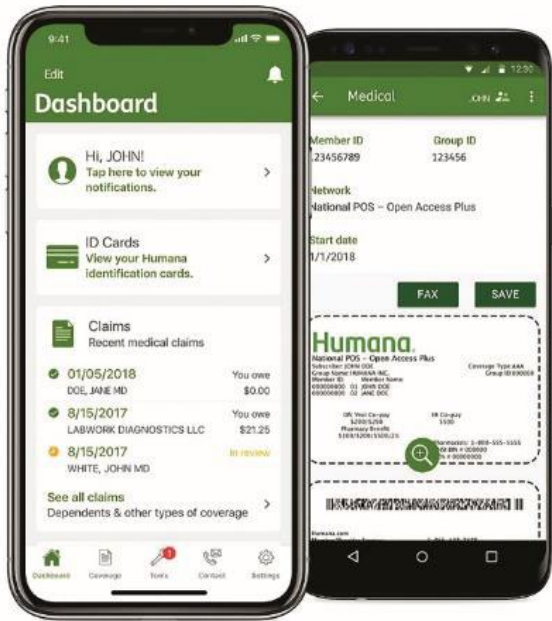
Your doctor can send prescriptions for meters and other testing supplies by fax or e-prescribe.

You can request a no-cost meter from the manufacturer by calling Roche at **877-264-7263 (TTY: 711)**, or Trividia Health at **866-788-9618 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.



Extra benefits and services

MyHumana.



A valuable part of your Humana plan is a secure online account called MyHumana where you can keep track of your claims and benefits, find providers, view important plan documents and more.

The MyHumana mobile app

If you have an iPhone or Android, download the MyHumana Mobile app. You'll have your plan details with you at all times.*

Visit [Humana.com/mobile-apps](https://www.humana.com/mobile-apps) to learn about our many mobile apps, the app features and how to use them.

With MyHumana and the MyHumana mobile app, you can:

- Review your plan benefits and claims
- Find pharmacies in your network
- Find providers in your network
- Lookup and compare medication prices
- View or update your medication list
- View or print your Humana member ID card

*Standard data rates may apply.

Humana.

Building healthy provider relationships

Benefits of having a primary care provider (PCP)

- Your PCP can get to know your overall health history
- You can build a trusting, long-term relationship
- Your PCP will help take care of you when you're sick and help you to maintain your health with preventive care



Connect with a provider virtually

Telehealth visits are available through your Humana plan

Telehealth visits allow you to get nonemergency medical care through your phone,* tablet or computer.†

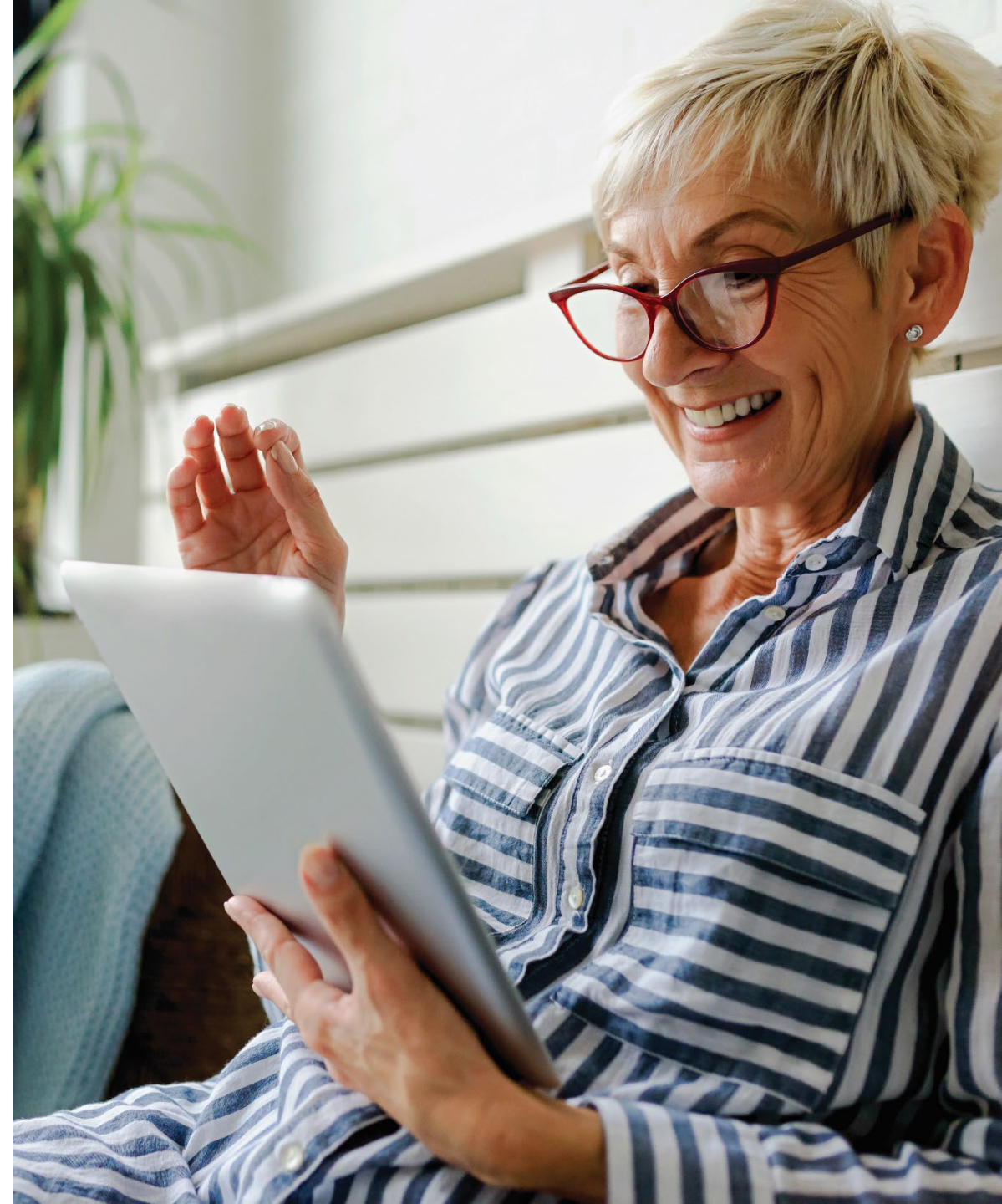
Telehealth could be used for chronic condition management, follow-up care after an in-office visit, medication reviews and refills, and much more—just like an in-office visit.

Ask your trusted provider if they offer telehealth visits and if so, what you need to do to get started

*Depending on the initial consultation, video may be required for telehealth visits.

†Standard data rates may apply.

Humana®



Humana's SmartSummary provides a comprehensive overview of your health benefits and healthcare spending.

You'll receive this statement after each month you've had a claim processed.

You can sign in to your MyHumana account and see your SmartSummary statements anytime.

Go Green—update your member preferences to receive your SmartSummary statement electronically.

SmartSummary
Your Pharmacy, Medical, and Hospital claims processed in February 2023

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JOHN DOE
Member ID: H12345678
Plan name: Humana Group Medicare LPPD
Rx PCN or Rx Group number: 03200000

THIS IS NOT A BILL

This summary is your "Explanation of Benefits" (EOB) and claim payments for your medical, hospital and your Medicare prescription drug coverage (Part D). Please review this summary and keep it for your records. **This is not a bill.**

OVERVIEW OF YOUR FEBRUARY CLAIMS

Medical, hospital and Part B pharmacy (see page 3)

Total billed charges this month	\$90.01
Humana discounts	- \$0.01
Benefit exclusions	- \$0.00
Other insurance	- \$0.00
Amount Humana paid	- \$90.00
Your share	\$0.00

Part D prescription drug claims (see page 9)

Total cost this month	\$1,452.09
Other payments	- \$0.00
Amount Humana paid	- \$1,146.09
Your share	\$306.00

You are currently in **Stage Two** of your Part D Drug Payment Plan. (see page 6)

CONTACT US IF YOU HAVE QUESTIONS OR NEED HELP.

Questions
Visit MyHumana at Humana.com to see

SmartSummary
Your personal prescription and medical benefits statement

Page 2 of 16
John Doe

Medical and hospital deductible and yearly limits

Yearly limits - These limits give you financial protection

These limits tell the **most** you will have to pay in 2023 in "out-of-pocket" costs (copays, coinsurance, and your deductible) for medical and hospital services covered by the plan.

These yearly limits are called your "out-of-pocket maximums." They put a limit on how much you have to pay, but they do not put a limit on how much care you can get. This means:

- Once you have reached a limit in out-of-pocket costs, **you stop paying medical claims costs.**
- You keep getting your covered services as usual, and **the plan will pay the full cost for the rest of the year.**

2023 Combined Annual Plan Out-of-pocket

This statement contains claims that were processed in a prior plan year. Below is the adjusted limit information.

In 2023, \$8,850.00 is the most you will have to pay for covered services from providers.

Your Combined Annual Plan Out-of-pocket is:	\$8,850.00
As of February 28, 2023 you have paid:	\$1,822.90
Your remaining amount is:	\$7,027.10

2023 Individual In-network Out-of-pocket

This statement contains claims that were processed in a prior plan year. Below is the

SmartSummary
Your personal prescription and medical benefits statement

Page 3 of 16
John Doe

Details for medical and hospital claims processed in February 2023

What does Your share mean in your SmartSummary?
Your share: This is the amount you may owe or may have paid to your providers.

Medical and hospital claims

Service Date: 06/29/2023	Amount the provider billed the plan	\$0.00
Claim # 5555555555555555	Humana discounts	- \$0.00
HEALTH CARE INC	Benefit exclusions	- \$0.00
-Home health prospective payment system (HRG)	Other insurance	- \$0.00
In-network (billing code 023) ₁	Total cost (amount the plan approved)	\$0.00
	Amount Humana paid	- \$0.00
	Your share	\$0.00
Service Date: 06/29/2023	Amount the provider billed the plan	\$90.00
Claim # 5555555555555555	Humana discounts	- \$0.00
HEALTH CARE INC	Benefit exclusions	- \$0.00
-Skilled Nursing-Visit Charge	Other insurance	- \$0.00
-Home Health-551		





SilverSneakers®

A total health and physical activity program included in your plan at no extra cost

- SilverSneakers gives you access to exercise equipment, group fitness classes and social events.
- Work towards improving muscle strength, bone density, flexibility and balance.
- Use thousands of fitness locations nationwide, with weights, swimming, classes and cardio equipment (equipment and classes vary by location).
- Enjoy group fitness classes outside of traditional gyms.
- Start workout programs tailored to your level with the SilverSneakers GO™ app.
- Learn more at **SilverSneakers.com**.
- Included in your plan at no extra cost.



Go365 by Humana®

Your wellness program that rewards you for completing eligible activities that help you make healthy choices, at not extra cost to you

Your health can be rewarding

Go365 by Humana makes wellness fun and easy. We can help you reach your physical and emotional health goals. Track your activity and redeem rewards:

- online, at **MyHumana.com**
- by filling out and mailing in paper forms

Earn rewards you can redeem for gift cards

Complete eligible healthy activities like walking or getting your Annual Wellness Visit. You can earn rewards to redeem for gift cards. Once you've earned at least \$10 in rewards, choose your gift cards in the Go365 Mall.

Now it's time to get going with Go365

If you have a MyHumana account, you can use the same information to log in to **Go365.com**. If not, activate your profile at **MyHumana.com**.





Wellness Coaching

Develop an action plan for your health and well-being goals

Want a healthier lifestyle?

Available to all Humana Group Medicare members, our coaching program helps you develop an action plan for your health and well-being goals.

A National Board-Certified Health and Wellness Coach works with you to create a personal vision for your health and well-being, brings clarity to your goals and priorities and provides accountability and support.

Get started by calling **877-567-6450 (TTY: 711)**, 8 a.m. – 6 p.m., Eastern time.

Post-discharge services

Post-discharge Transportation

- 12 one-way trips by car, van or wheelchair access vehicle, up to 50 miles per trip.
- Transportation services must be utilized within 60 days of discharge event.

Post-discharge Personal Home Care

- \$0 copayment for a minimum of 4 hours per day, up to a maximum of 8 hours total per discharge, for certain in-home support services following a discharge from a skilled nursing facility or from an inpatient hospitalization.
- Qualified aides can offer assistance performing activities of daily living (ADLs) within the home and instrumental activities of daily living (IADLs) related to personal care.
- ADL activities may include bathing or showering, dressing, getting in and out of bed or a chair, walking, toileting, and eating.
- IADL activities may include preparing meals, shopping on behalf of the member for groceries or personal items, performing light housework, laundry, dishes, and/or using a telephone.
- A member must be receiving assistance with a minimum of one ADL to receive assistance with any IADL.
- Personal home care services must be initiated within 30 days of discharge event and utilized within 60 days of discharge.



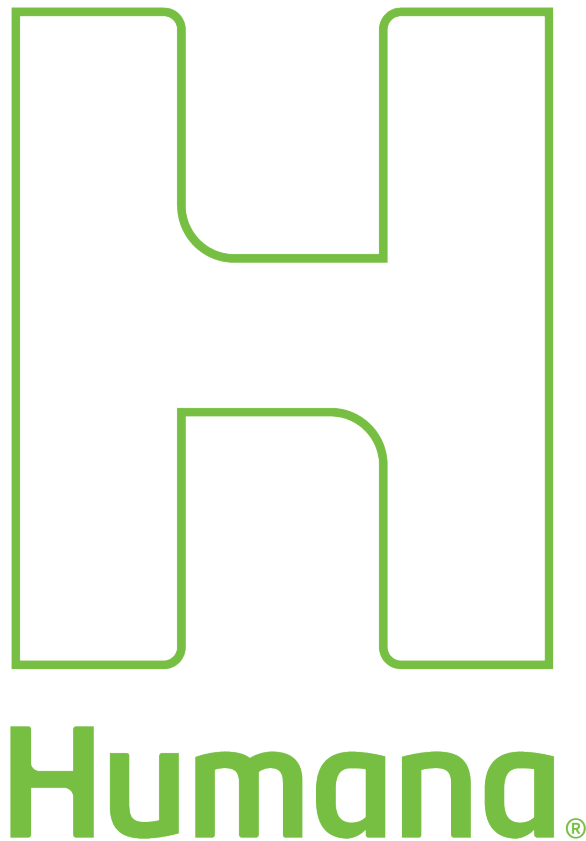
Humana Well Dine[®]

After your overnight inpatient stay in a hospital or skilled nursing facility, you're eligible for up to 28 nutritious meals (2 meals per day for 14 days). The meals will be shipped to your door at no additional cost to you.

Humana Well Dine meal plans include:

- General wellness
- Renal friendly
- Heart friendly
- Diabetes friendly
- Cancer support
- Vegetarian
- Gluten-free
- Lower sodium
- Pureed

For more information, please contact the number on the back of your Humana member ID card or visit [Humana.com/home-care/well-dine](https://www.humana.com/home-care/well-dine).



Thanks for your time and attention, stay connected with Humana

For more information:

- Refer to your informational kit
- Use MyHumana, a secure online account to access your plan information. Visit **[Humana.com/registration](https://www.humana.com/registration)** to get started.
- Call Humana Group Medicare Customer Care team for anything related to your Humana plan at **866-396-8810 (TTY: 711)**, Monday – Friday, 8 a.m. – 9 p.m., Eastern time



Humana is a Medicare Advantage HMO, PPO organization and a stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. Call **866-396-8810 (TTY: 711)** for more information.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our Customer Care number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

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 is 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.

All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.

Other providers are available in our network.

Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618, **866-396-8810 (TTY: 711)**

Auxiliary aids and services, free of charge, are available to you. 866-396-8810 (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.

This information is available for free in other languages. Please call our customer service number at 866-396-8810 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.

Español (Spanish): Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **866-396-8810 (TTY: 711).**

Horas de operación: 8 a.m. a 8 p.m. hora del este.

繁體中文 (Chinese): 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**866-396-8810 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。

