

Humana®

Humana Group Medicare Employer Plan

Open Enrollment



Public Employees
Insurance Agency

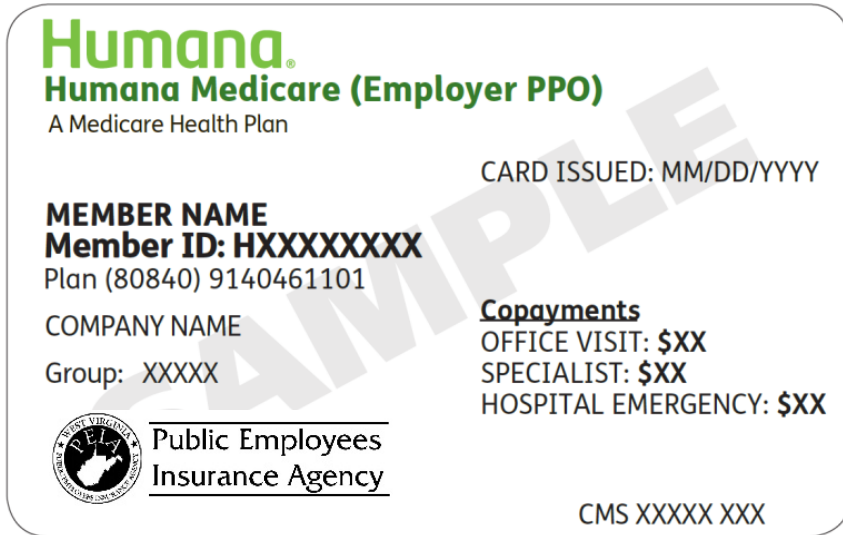
Your plan

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



What is a PPO?

Humana's preferred provider organization (PPO)



- No copayment for certain preventive care
- Out-of-pocket maximum
- Worldwide emergency coverage
- With your PPO plan, you will pay the same amount both in- and out-of-network for care.

Your PPO benefits

With your PPO plan, you will pay the same amount for in- and out-of-network services.

Medical Comparison at a glance	Humana/PEIA Plan 1 DED \$150/MOOP \$1,200	Humana/PEIA Plan 1 Benefit Assistance DED \$50/MOOP \$600	Humana/PEIA Plan 2 DED \$375/MOOP \$1,950
Primary Care Copay	\$20	\$2	\$20
Specialist Copay	\$40	\$5	\$50
Inpatient Hospital Copays	\$100	\$100	\$150
Emergency Room	\$50	\$50	\$65
Outpatient/Office Surgery Copay	\$100	\$50	\$115
Amblance	\$0	\$0	\$0
Skill Nursing Faciltiy	\$0	\$0	\$0



Your Part D benefits

Humana’s Part D coverage is spread among four groupings based on the drug type—also called “tiers”. **It covers every drug that is covered through Medicare.**

Initial coverage

Pharmacy Comparison at a glance	Humana/PEIA Plan 1 DED \$75/MOOP \$1,750	Humana/PEIA Plan 1 Benefit Assistance DED \$75/MOOP \$250	Humana/PEIA Plan 2 DED \$150/MOOP \$1,750
Tier 1 (Generic/Preferred Generic)	\$5	\$5	\$5
Tier 2 (Preferred Brand)	\$15	\$15	\$20
Tier 3 (Non-Preferred Drug)	50%	50%	50%
Tier 4 (Specialty)	\$100	\$100	\$100

Extra benefits and resources



Extra benefits and resources



A total health and physical activity program included in your plan at no extra cost.
www.silversneakers.com



A wellness and rewards program just for Humana members, included in your plan at no extra cost.
Go365.com

Humana





Humana

At HomeSM

If you are eligible, your care manager can help you:

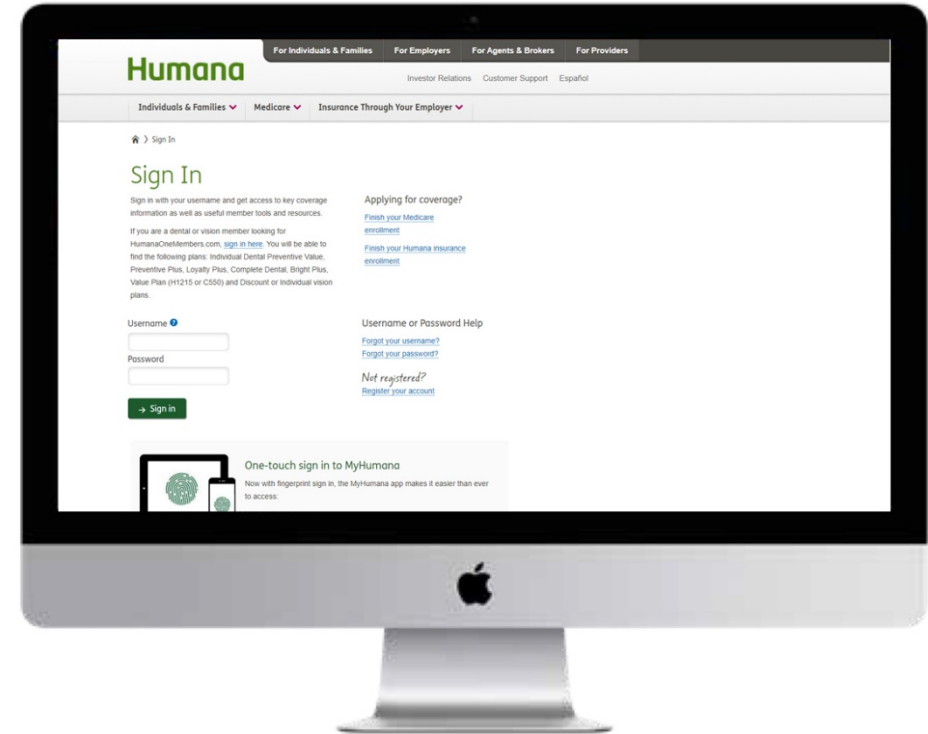
- Understand your doctor's advice
- Learn about and find ways to help you afford your medicine
- Make arrangements to get to medical appointments
- Make your home a safer place to live
- Provide ways to help you get meals and groceries



Whether you prefer using a desktop, laptop or smartphone, you can access your healthcare information in one convenient place.

- View your plan and coverage details
- Check the status of your claims
- View electronic versions of letters sent to you
- Track your healthcare spending
- Find providers in your network
- Get tips for staying healthy

To activate your MyHumana account, go to **Humana.com**



Virtual visits / telemedicine

Connect with a provider or behavioral health professional¹ virtually

Your primary care provider and your specialist may offer virtual visits

- Virtual visits connect you with your provider via telephone or video chat using your phone, tablet² or laptop²
- Talk with a provider from the comfort of your home
- Private, secure and confidential
- Providers are available to treat many conditions, including allergies, fever, cold and flu symptoms, insect bites, stress, anxiety, depression and many others
- Virtual visits may be able to address an expanded set of needs including changes to medicines, refills, ordering labs, test, screenings and help with management of chronic conditions.

If you don't have a primary care provider or if your PCP doesn't offer virtual visits, you can use the "Find a doctor" tool on **Humana.com** or call the number on the back of your member ID card to get connected with a provider that offers this service.

¹Behavioral health visits are by appointment.

²Standard data rates may apply.

SmartSummary®

An overview of your health benefits and health spending on medical and prescriptions throughout the year.

- Stay informed
- Clear and detailed financials
- Information you can share with your provider
- Prescription information

You can access your SmartSummary online with your MyHumana account.

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

SmartSummary® Humana.

Your Pharmacy, Medical, and Hospital claims processed in [insert month] [insert year]

THIS IS NOT A BILL

Member ID: H12345678
Plan name: Humana Group Medicare RPP0
Rx PCN or Rx Group number: 03200000

FIRSTNAME A LASTNAME

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

OVERVIEW OF YOUR MARCH CLAIMS

Medical, hospital and Part B pharmacy (see page 3)		MEDICAL, HOSPITAL AND PART B PHARMACY COMBINED ANNUAL PLAN DEDUCTIBLE	
Total billed charges this month	\$4,946.00		\$750.00
Humana discounts	-\$4,549.41		
Benefit exclusions	-\$0.00		
Other Insurance	-\$0.00		
Amount Humana Paid	-\$215.33		
Your Share	\$181.26		

Part D prescription drug claims (see page 10)

Total cost this month	\$1,532.68
Other Payments	-\$108.35
Amount Humana Paid	-\$1,260.63
Your Share	\$163.70

YOU ARE CURRENTLY IN PART D DRUG PAYMENT STAGE: 1 2 3 4

CONTACT US IF YOU HAVE QUESTIONS OR NEED HELP.

Benefit questions
Visit [Humana.com](#) or call 1-800-XXX-XXXX (TTY 711). Calls to these numbers are free.

Hours of operation
Monday to Friday 8 a.m.- 9 p.m. EST.

For large print or another format
To get this material in other formats, or ask for language translation services, call Humana Customer Care at the number on this page.

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FIRSTNAME LASTNAME
123 ANY STREET
ANYWHERE, OK 12345-6789

1234 ANY STREET
ANY CITY, OK 12345-6789

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Stay connected with Humana

You will have a dedicated Customer Care team to help you with anything related to your Humana plan.

1-800-783-4599 (TTY: 711)

Monday – Friday, 8 a.m. – 9 p.m., Eastern time.

Scott Rogers
Account Executive
681-945-6084

Joel Thacker
Consumer Engagement Professional
681-945-6085

*My*Humana®

Use MyHumana as an online tool to access your benefits information anytime



Or use the MyHumana Mobile app.

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Thanks for your time
and attention

Questions?

For more information:

- Refer to your informational kit
- Visit **Humana.com**
- Call Humana Group Medicare Customer Care team for anything related to your Humana plan at **1-800-783-4599**,
Monday – Friday, 8 a.m. – 9 p.m., Eastern time

Humana[®]



Thank you

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 **1-800-783-4599 (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.

Other providers are available in our network.

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, marital status or religion. 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 **1-800-783-4599** 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.

1-800-783-4599 (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.

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Language assistance services, free of charge, are available to you.
1-800-783-4599 (TTY: 711)

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call the number on your ID card **(TTY: 711)**...
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación **(TTY: 711)**...
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員卡上的電話號碼 **(TTY: 711)**...
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số điện thoại ghi trên thẻ ID của quý vị **(TTY: 711)**...
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. ID 카드에 적혀 있는 번호로 전화해 주십시오 **(TTY: 711)**...
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero na nasa iyong ID card **(TTY: 711)**...
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Наберите номер, указанный на вашей карточке-удостоверении **(телетайп: 711)**...
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou kat idantite manm ou **(TTY: 711)**...
ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro figurant sur votre carte de membre **(ATS: 711)**...
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer podany na karcie identyfikacyjnej **(TTY: 711)**...
ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número presente em seu cartão de identificação **(TTY: 711)**...
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero che appare sulla tessera identificativa **(TTY: 711)**...
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wählen Sie die Nummer, die sich auf Ihrer Versicherungskarte befindet **(TTY: 711)**...
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。お手持ちの ID カードに記載されている電話番号までご連絡ください **(TTY: 711)**...
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.
با شماره تلفن روی کارت شناسایی تان تماس بگیرید **(TTY: 711)**...

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, námboo ninaaltsoos yézhí, bee nées ho'dólzin bikáá'ígíí bee hółne' **(TTY: 711)**...

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم الهاتف الموجود على بطاقة الهوية الخاصة بك **(TTY: 711)**.

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