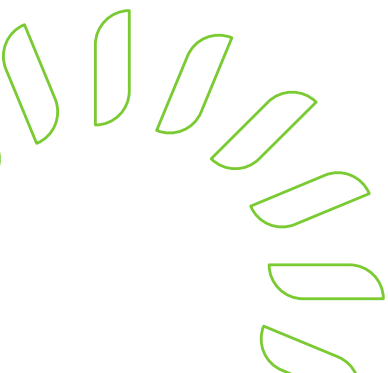




# 2022 Humana Agent Market Playbook

North Carolina



**Humana**<sup>®</sup>





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Local  
Support  
Team and  
2022 Plan  
Maps





## 2022 North Carolina Local Market Team

### North Carolina Offices

#### Asheville Neighborhood Center

1863 Hendersonville Rd | Suite 122 |  
Asheville NC 28803  
Administrative Coordinator: **Patricia Ruiz**  
828-772-3090

#### Cary Market Office

2000 Regency Pkwy | Suite 470 | Cary NC 27518  
Administrative Coordinator: **Kandace Rice**  
919-465-1367 x 1010401

#### Charlotte Neighborhood Center

9901 E Independence Blvd | Unit B320 |  
Matthews NC 28210  
Administrative Coordinator: **Lisa Nannini**  
704-643-1009 x 1030350

#### Greensboro Neighborhood Center

1564A Highwoods Blvd | Greensboro NC 27410  
Administrative Coordinator: **Ashana Finklea**  
336-547-2701 x 1012501

#### Raleigh Neighborhood Center

4430 Fayetteville Rd | Raleigh NC 27603  
Administrative Coordinator: **Tiara Stephenson-Able**  
919-664-1755

#### Winston-Salem Neighborhood Center

Coming soon!

### Local Sales Management

#### Patrick Farley, Director

919-520-5889  
pfarley@humana.com

#### Dave Pelletier, Sales Manager

980-395-8221  
gpelletier@humana.com

#### Don Moritz, Sales Manager

828-280-7311  
dmoritz@humana.com

#### Lara Smith, Sales Manager

919-749-1212  
lsmith17@humana.com

#### Mary Myers, Sales Manager

336-587-2688  
mmyers4@humana.com

#### Jennifer Rice, Sales Manager

919-308-5652  
jrice7@humana.com

#### Alexis Gore, Manager of Sales Administration

919-937-6896  
agore2@humana.com

#### Jennifer Gundersdorff, Marketing

919-491-3620  
jgundersdorff@humana.com

#### Nikki Thornburg, Marketing

984-920-7599  
nthornburg@humana.com

### Broker Support

#### Nick Tatge

**Regional Sales Director, Broker  
Partner Relationships**  
561-568-8682  
ntatge@humana.com

#### Coming soon!

**DSNP Community Outreach  
Manager**

*Central and Eastern NC – Coastal,  
Eastern, and Triangle*

#### Marla Strandh

**Broker Relationship Manager**  
919-559-8469  
mstrandh@humana.com

#### Samantha Jones

**Broker Relationship Executive**  
502-313-7936  
sjones224@humana.com

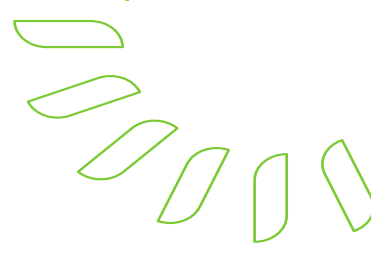
*Western NC – Charlotte, Hickory,  
Mountains, Triad*

#### Chris Bieser

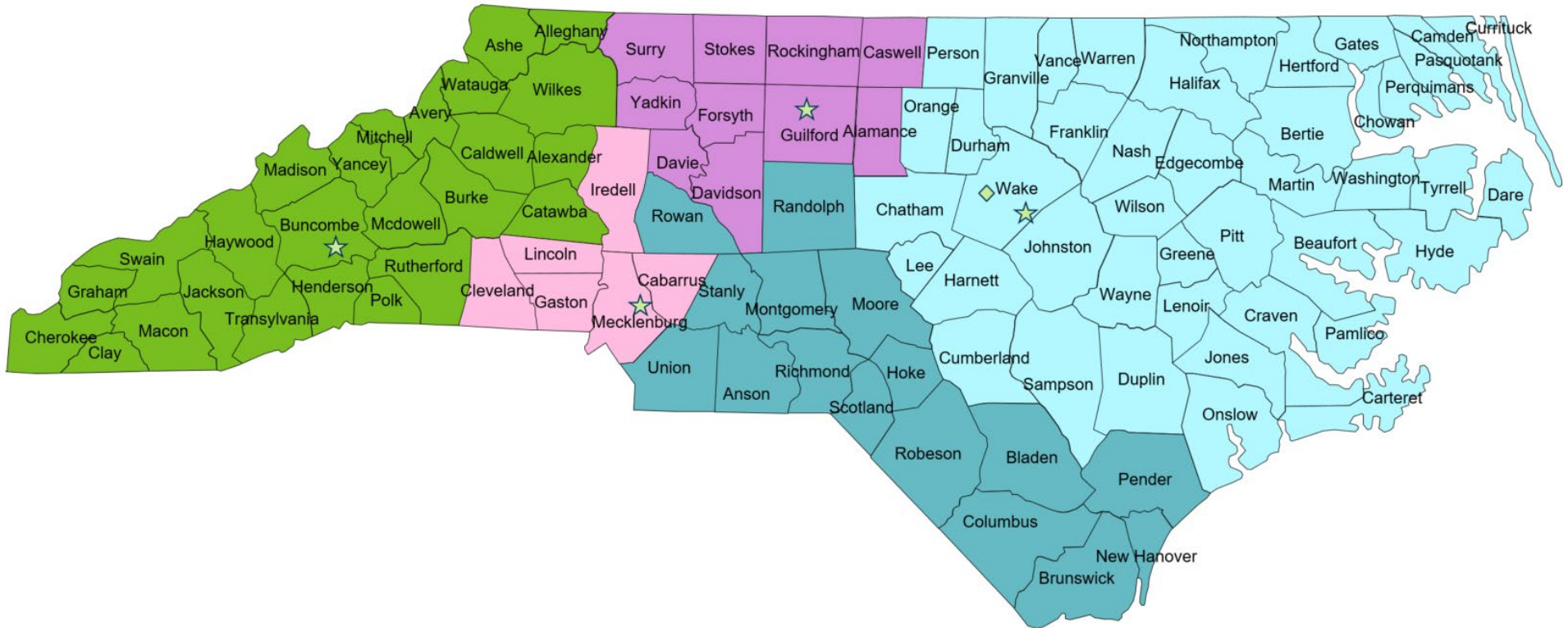
**Broker Relationship Manager**  
828-318-3854  
cbieser@humana.com

#### Melissa A. Conwell

**Broker Relationship Executive**  
866-879-6953  
mconwell1@humana.com



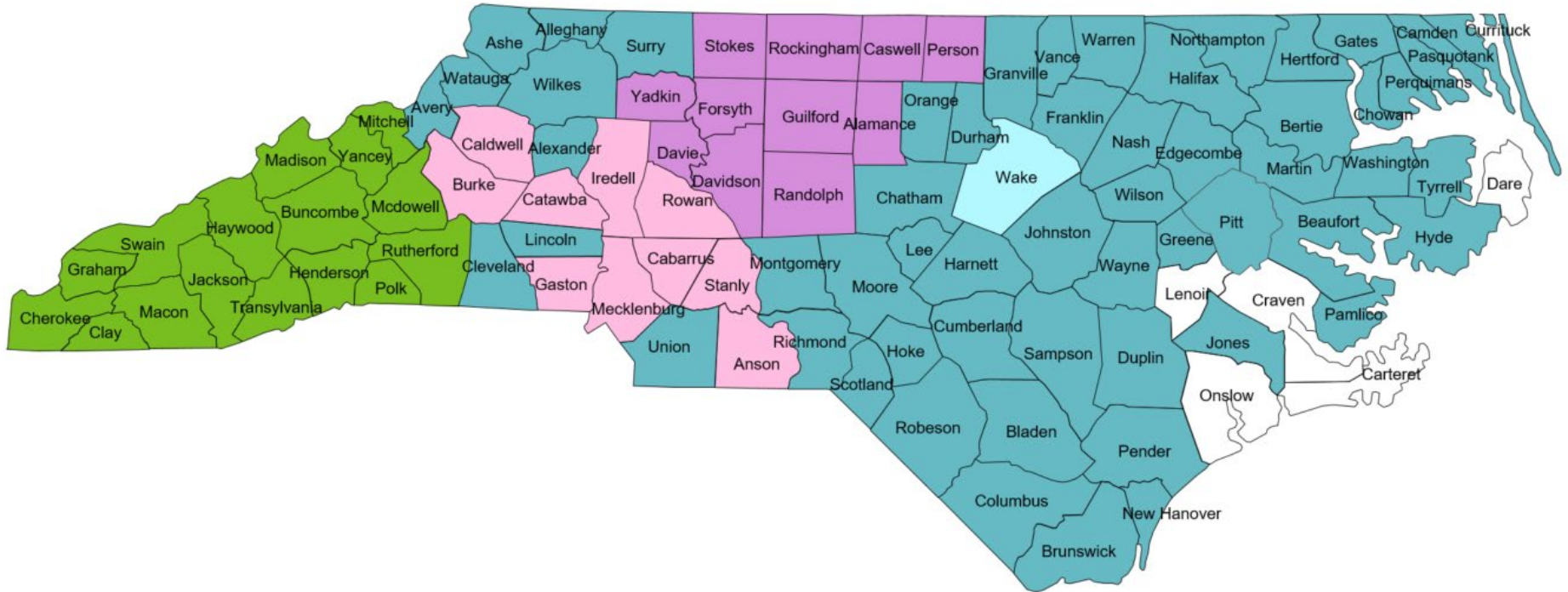
# 2022 North Carolina Sales Manager Territories



<b>Western</b> Don Moritz	<b>Charlotte</b> Jenn Rice	<b>Greensboro</b> Mary Myers	<b>Northeast</b> Lara Smith	<b>Southeast</b> Dave Pelletier	<b>Offices</b> ★ Retail Center ◆ Market Office
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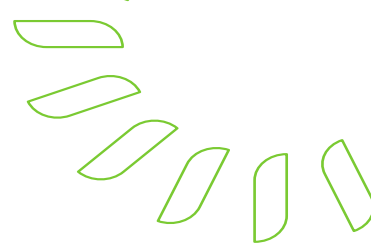
# 2022 North Carolina DSNP Plan Footprint



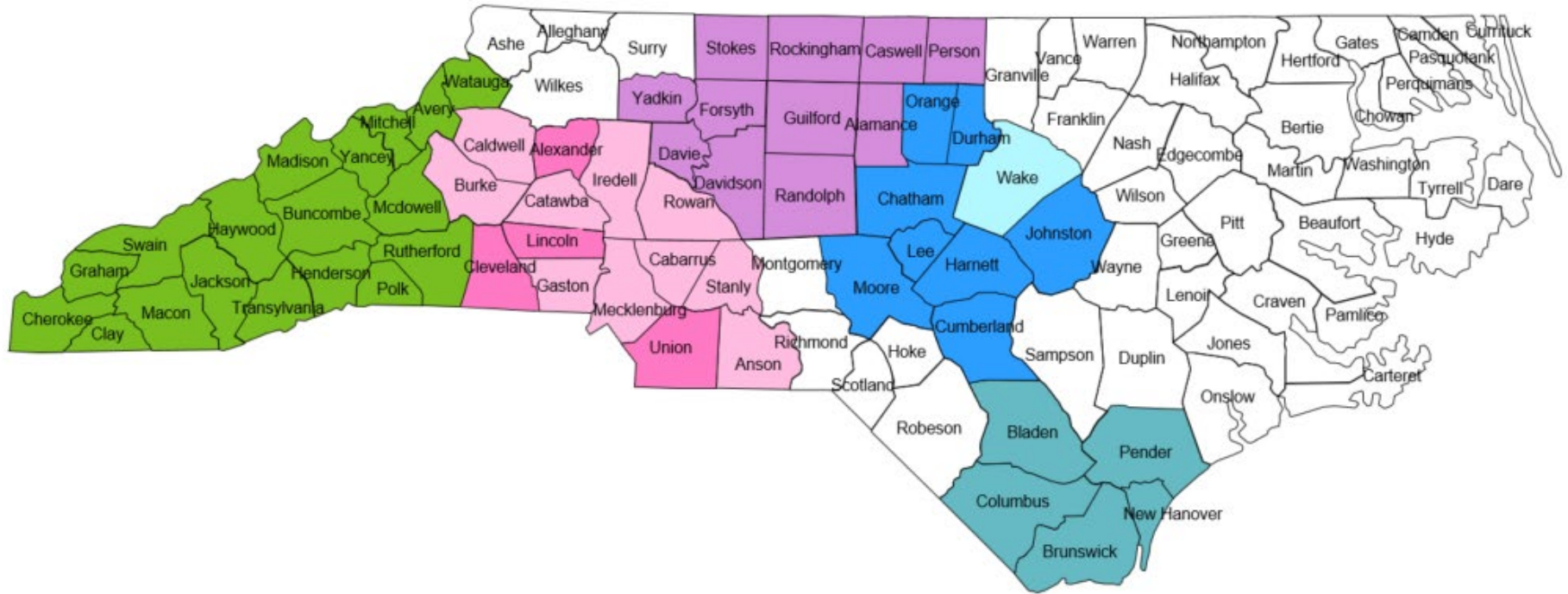
<b>Western HMO DSNP</b> H6622-027 \$0	<b>Charlotte HMO DSNP</b> H1036-167 \$0	<b>Greensboro HMO DSNP</b> H1036-168 \$0	<b>Raleigh HMO DSNP</b> H1036-276 \$0	<b>LPPO DSNP</b> H5525-036 \$0
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**2022 Expansion Counties**  
 H5525-036 - Robeson





## 2022 North Carolina HMO Plan Footprint

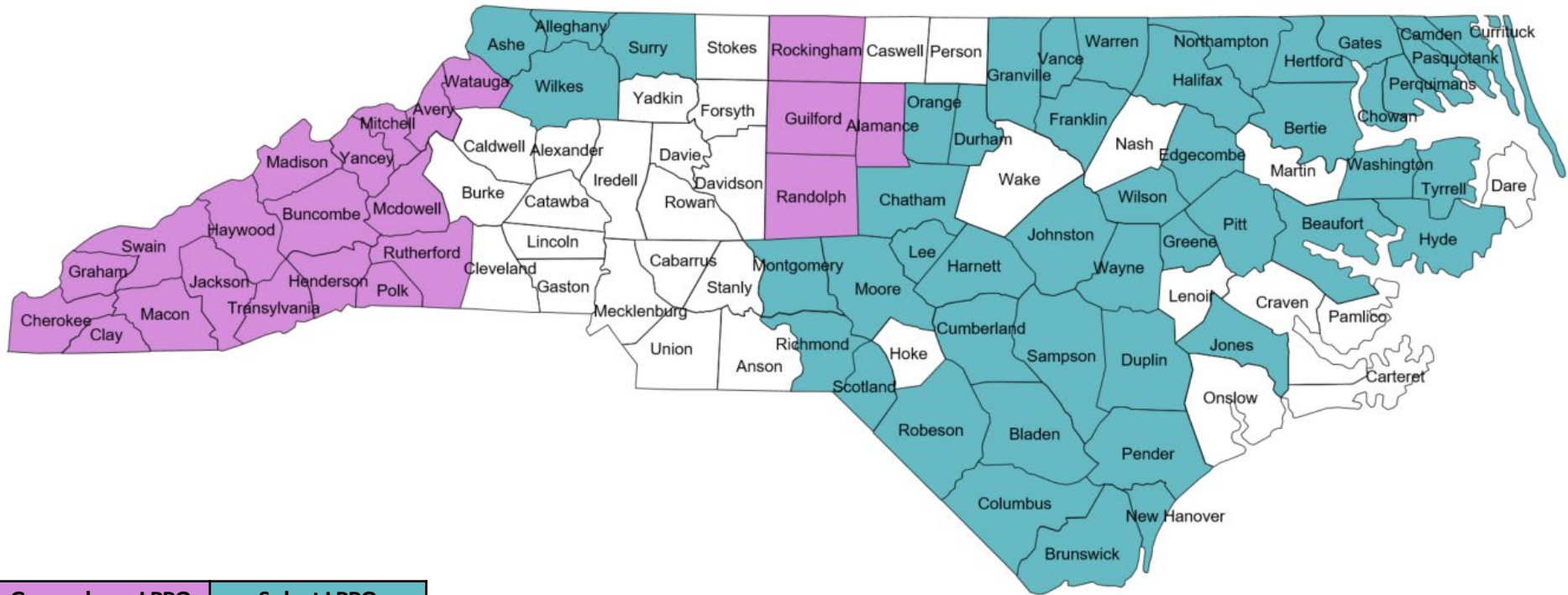


<b>Western</b> H6622-025 \$0 H6622-026 \$30	<b>Charlotte</b> H1036-137 \$0	<b>Charlotte</b> H6622-057 \$0	<b>Greensboro</b> H1036-291 \$0	<b>Triangle Perimeter</b> H6622-060 \$0	<b>Raleigh</b> H1036-233 \$0	<b>Wilmington</b> H6622-061 \$0
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**2022 Expansion Counties**  
 H6622-060 - Cumberland and Moore



## 2022 North Carolina LPPO Part B Giveback Plan Footprint



<b>Greensboro LPPO</b> <b>\$50 Part B</b> <b>Giveback</b> H5216-017 \$0	<b>Select LPPO</b> <b>\$50 Part B</b> <b>Giveback</b> H5525-035 \$0
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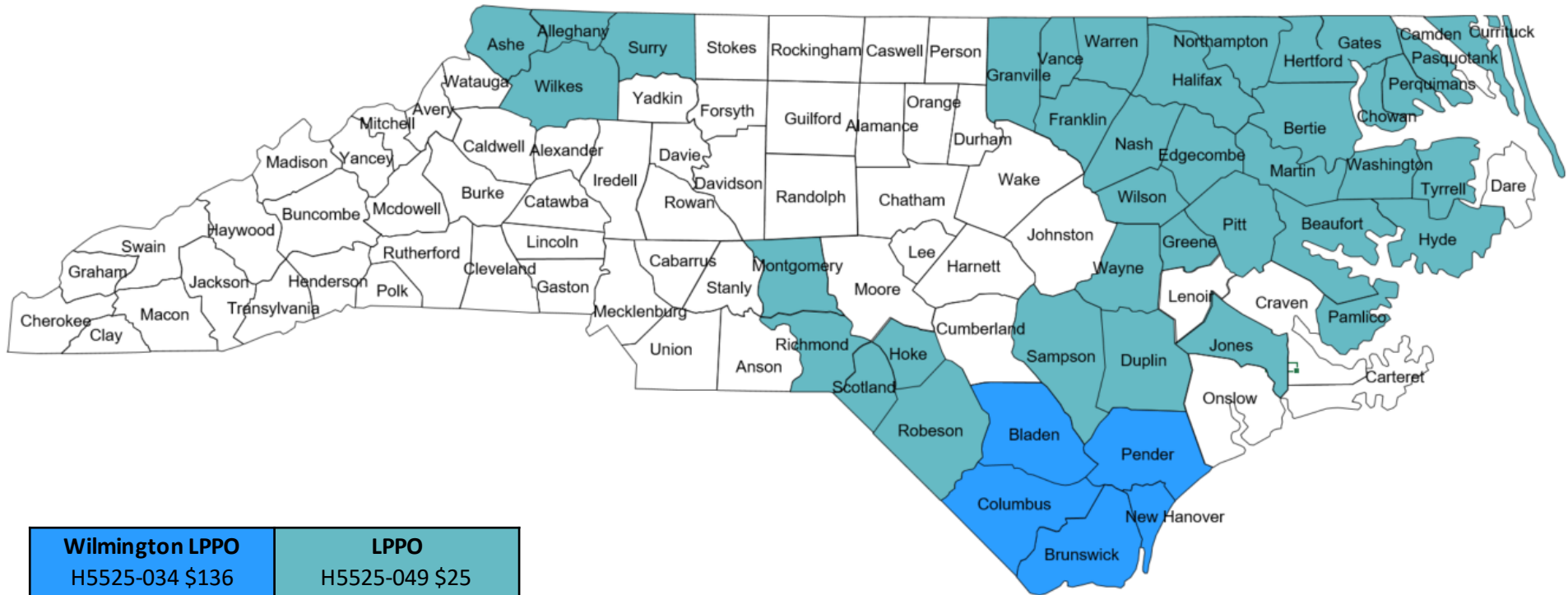
**2022 Expansion Counties**

H5216-017 – Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Yancey

H5525-035 – Robeson

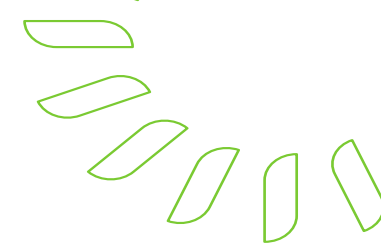


## 2022 North Carolina LPPO Plan Footprint

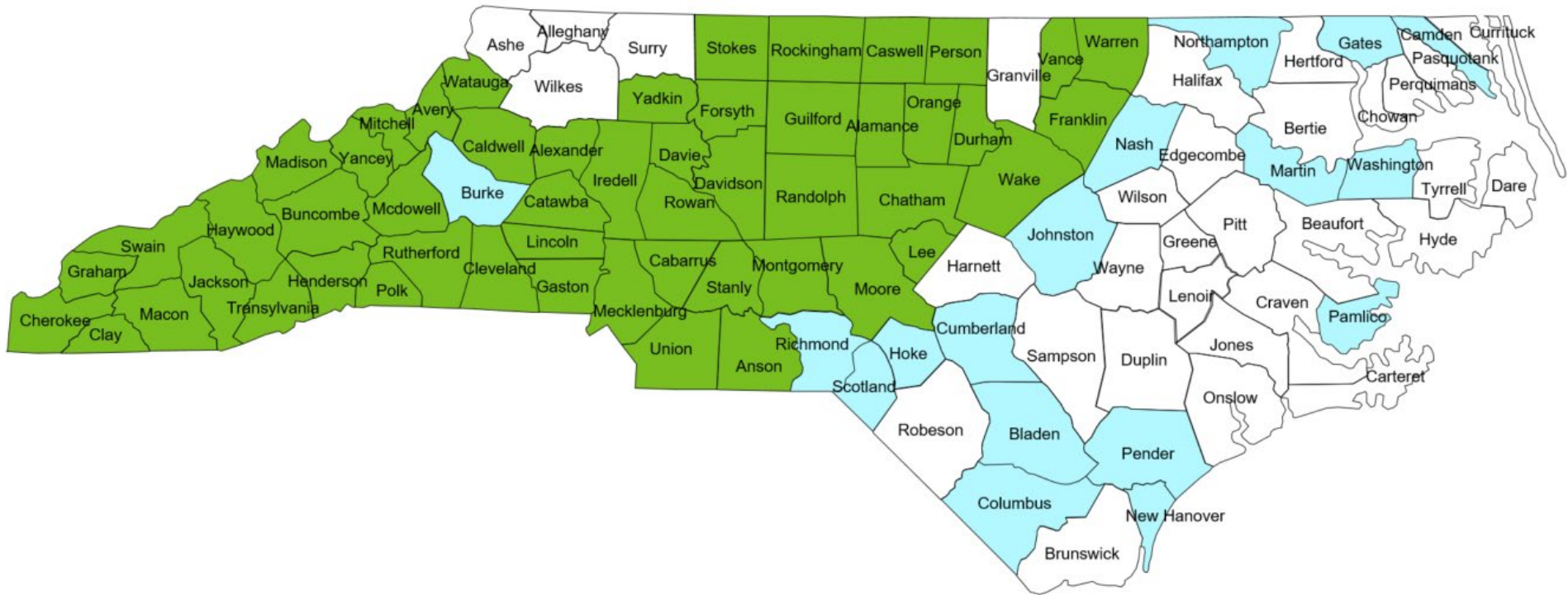


**2022 Expansion Counties**

H5525-049 – Allegheny, Ashe, Bertie, Chowan, Currituck, Duplin, Franklin, Gates, Granville, Halifax, Hoke, Hyde, Jones, Martin, Montgomery, Nash, Northampton, Pamlico, Pasquotank, Perquimans, Richmond, Robeson, Sampson, Scotland, Surry, Tyrell, Vance, Warren, Washington, Wilkes



# 2022 North Carolina Legacy LPPO Plan Footprint

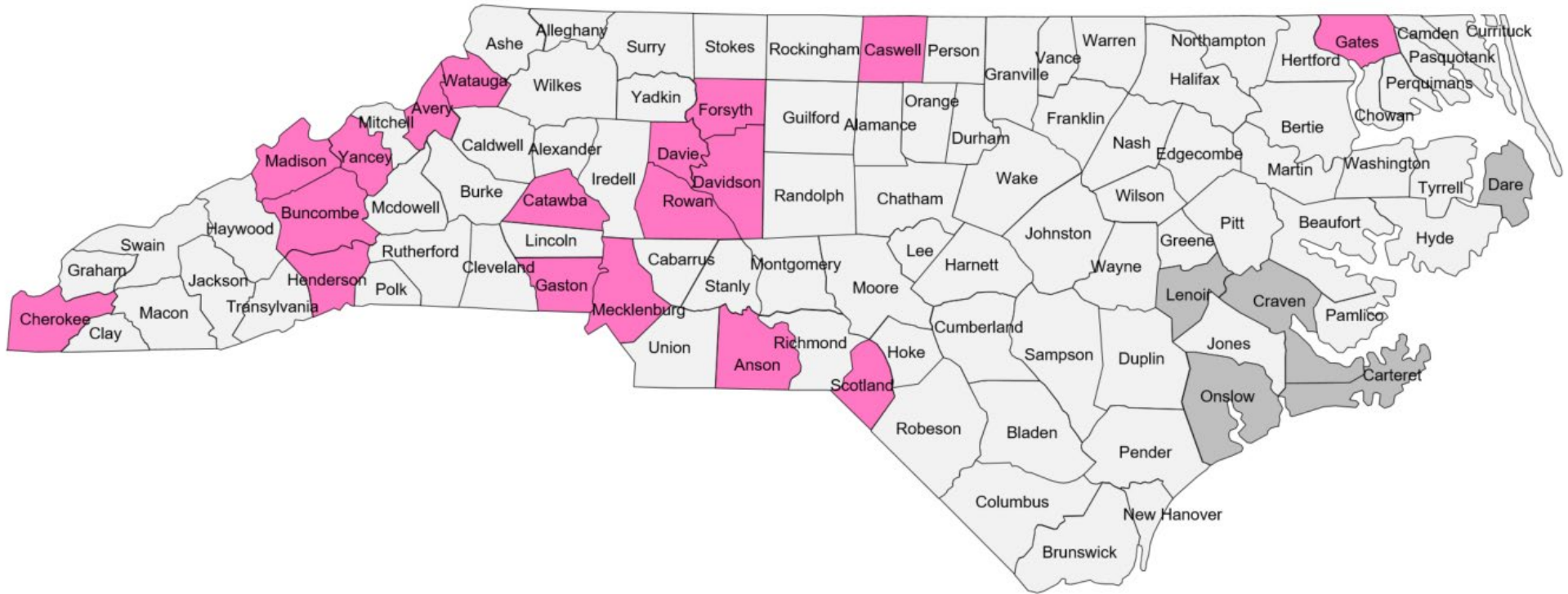


<b>LPPO</b> H5216-211 \$50	<b>Select LPPO</b> H5525-026 \$72
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## 2022 North Carolina PFFS & RPPO Plan Footprint



<b>PFFS</b> H8145-004 \$87	<b>RPPO Plans are in all 100 Counties</b> R1390-001 MA Only \$0 R1390-002 MAPD \$98.80 R1390-003 Honor Plan MA Only \$50 Part B Giveback \$0	<b>RPPO is the only option in:</b> Carteret, Craven, Dare, Lenoir, and Onslow
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Notes Page

2022  
North  
Carolina  
Benefit  
Details

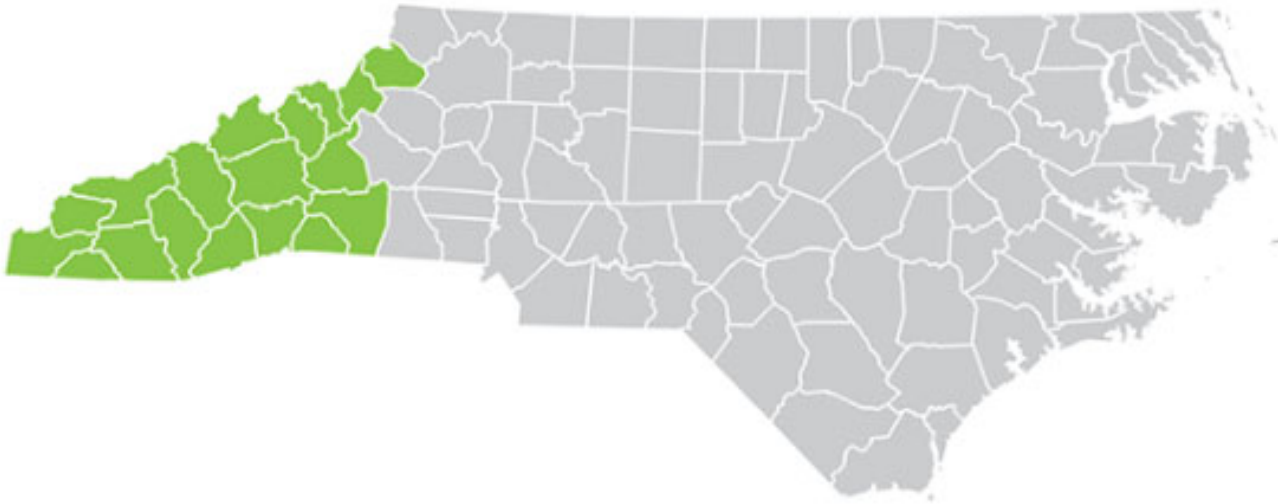


Notes Page





## North Carolina | Western



### MARKET HIGHLIGHTS

- Local Market office and Support Team to help with all of your needs.
- No referrals on any of our HMO or PPO plans.
- Humana Honor Plan available for customers that get their drug coverage elsewhere, such as Veterans.
- Multiple selling opportunity with Dual Special Needs Plan.
- Healthy Food Card now available on select Dual Eligible Plans.
- \$0 copay for 90 day supply of tier 1 and 2 drugs when using mail order through Humana Pharmacy.
- Many Plans include Dental, Vision, Hearing, OTC and SilverSneakers Fitness Benefits.
- Virtual office visits for PCP, urgent care, and behavioral health are now \$0 co-pay.
- Go365® by Humana is a wellness program that rewards your clients for doing healthy activities. Many Humana Medicare Advantage plans include Go365.

### NETWORK HIGHLIGHTS

- All major hospital facilities within the market are in-network.
- HMO plans within the market do not require referrals.
- Humana PPO Plans have National Network Reciprocity, allowing members to travel with the comfort of knowing they can use any Humana ChoiceCare PPO Network Provider across the country for in-network services.
- For a complete list of in-network providers, visit [www.Humana.com/PhysicianFinder](http://www.Humana.com/PhysicianFinder).

### MARKET SERVICE AREA

Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Yancey



## North Carolina | Western

### MAPD Plans

Plan Name	Humana Gold Plus (HMO)	Humana Gold Plus (HMO)	HumanaChoice (PPO)
Plan Number	H6622-025-000	H6622-026-000	H5216-017-000
Premium	\$0.00	\$30.00	\$0.00
Part B Giveback	N/A	N/A	\$50
PCP / SPC / UC	\$0 / \$45 / \$35	\$0 / \$35 / \$25	\$20 / \$50 / \$40
Referrals Required	No	No	No
Inpatient Hospital	\$395 per day (Days 1-5); \$0 per day (Days 6-90)	\$295 per day (Days 1-6); \$0 per day (Days 7-90)	\$450 per day (Days 1-4); \$0 per day (Days 5-90)
Max Out-of-Pocket	\$5900 In-Network	\$4400 In-Network	\$7550 In-Network
Rx Deductible	\$150 Tiers 4, 5	No Deductible	\$265 Tiers 3, 4, 5
Rx Preferred	\$2/\$8/\$45/\$95/30%	\$2/\$8/\$45/\$95/33%	\$5/\$15/\$47/\$99/28%
Key Extra Benefits	Vision, Hearing, Fitness, OTC \$15/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year, Insulin Savings Program, Fitness, OTC \$15/Quarter for select health and wellness products	Vision, Hearing, Fitness, OTC \$45/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year, Insulin Savings Program	Fitness, OTC \$15/Quarter for select health and wellness products
Dental	\$2000 annually; \$0 copayments cover: exams, x-rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	\$2000 annually; 0% coinsurance covers: exams, x-rays, cleanings; \$25 copayment for fillings, recementation, extractions; 50% coinsurance for dentures, crowns, denture adjustment	N/A
Plan Service Area	NC: Avery; Buncombe; Cherokee; Clay; Graham; Haywood; Henderson; Jackson; Macon; Madison; McDowell; Mitchell; Polk; Rutherford; Swain; Transylvania; Watauga; Yancey	NC: Avery; Buncombe; Cherokee; Clay; Graham; Haywood; Henderson; Jackson; Macon; Madison; McDowell; Mitchell; Polk; Rutherford; Swain; Transylvania; Watauga; Yancey	NC: Alamance; Avery; Buncombe; Cherokee; Clay; Graham; Guilford; Haywood; Henderson; Jackson; Macon; Madison; McDowell; Mitchell; Polk; Randolph; Rockingham; Rutherford; Swain; Transylvania; Watauga; Yancey



## North Carolina | Western

### MAPD and MA Only Plans

### Humana Honor Plan

Plan Name	HumanaChoice (PPO)	Humana Honor (Regional PPO)	HumanaChoice (Regional PPO)
Plan Number	H5216-211-000	R1390-003-000	R1390-001-000
Premium	\$50.00	\$0.00	\$0.00
Part B Giveback	N/A	\$50	N/A
PCP / SPC / UC	\$15 / \$45 / \$35	\$20 / \$50 / \$20	\$15 / \$50 / \$40
Referrals Required	No	No	No
Inpatient Hospital	\$325 per day (Days 1-6); \$0 per day (Days 7-90)	\$395 per day (Days 1-5); \$0 per day (Days 6-90)	\$395 per day (Days 1-5); \$0 per day (Days 6-90)
Max Out-of-Pocket	\$6700 In-Network	\$7550 In-Network	\$6950 In-Network
Rx Deductible	\$160 Tiers 4, 5	No Coverage	No Coverage
Rx Preferred	\$4/\$12/\$47/\$100/30%	No Coverage	No Coverage
Key Extra Benefits	Hearing, Fitness, OTC \$30/Quarter for select health and wellness products, Insulin Savings Program	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
Dental	\$1000 annually; 0% coinsurance on exams, x-rays, cleanings 50% coinsurance on fillings	\$2000 annually; \$0 copayments cover: exams, x-rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
Plan Service Area	NC: Alamance; Alexander; Anson; Avery; Buncombe; Cabarrus; Caldwell; Caswell; Catawba; Chatham; Cherokee; Clay; Cleveland; Davidson; Davie; Durham; Forsyth; Franklin; Gaston; Graham; Guilford; Haywood; Henderson; Iredell; Jackson; Lee; Lincoln; Macon; Madison; McDowell; Mecklenburg; Mitchell; Montgomery; Moore; Orange; Person; Polk; Randolph; Rockingham; Rowan; Rutherford; Stanly; Stokes; Swain; Transylvania; Union; Vance; Wake; Warren; Watauga; Yadkin; Yancey	NC: Statewide	NC: Statewide



## North Carolina | Western

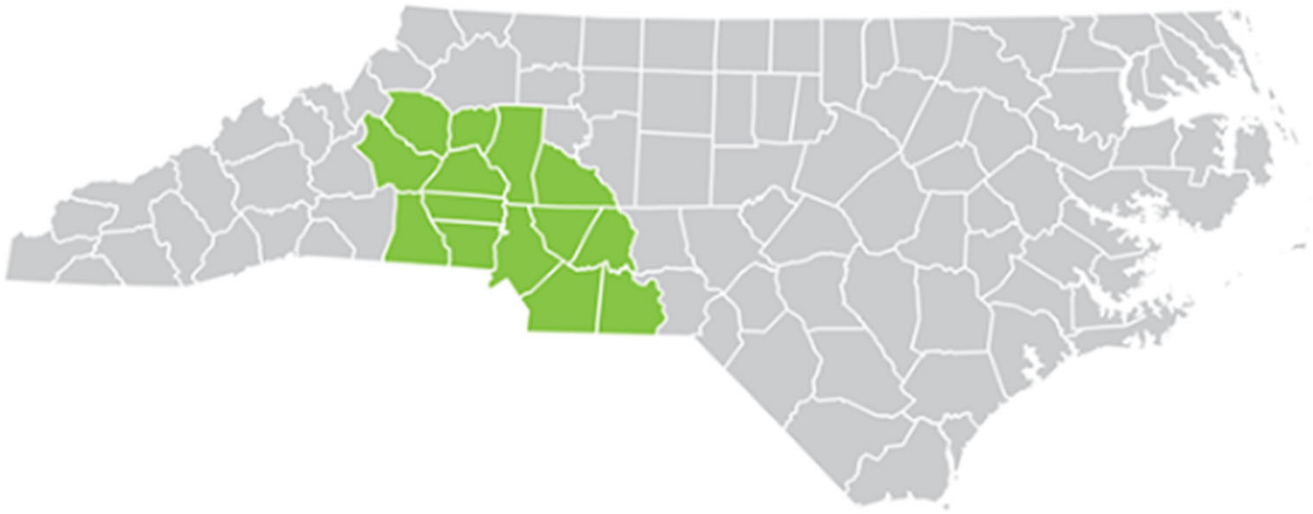
### DSNP Plans

Plan Name	Humana Gold Plus SNP-DE (HMO D-SNP)	HumanaChoice SNP-DE (PPO D-SNP)
Plan Number	H6622-027-000	H5525-036-000
Medicaid Levels	FBDE, QMB, QMB+, SLMB+	FBDE, QMB, QMB+, SLMB+
Dental	\$2500 annually; \$0 copayments covers: exams, x-rays, cleanings, fillings, crowns, extractions, dentures	\$2500 annually; 0% coinsurance covers: exams, x-rays, cleanings, fillings, crowns, extractions, dentures
Healthy Foods Card	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.
Vision	Annual exam and \$300 credit every year for eyewear or contact lenses including fittings.	\$40 credit for annual eye exam and \$300 credit every year for eyeglasses or contact lenses including fittings. OON coverage available. Some restrictions apply if benefits received Out-of-Network.
Hearing	\$0 annual exams, fittings and TruHearing advanced level hearing aids, plus 80 batteries.	\$0 annual exam, fittings and TruHearing advanced level hearing aids, plus 80 batteries.
OTC Allowance	\$250 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
Transportation	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.
Plan Service Area	NC: Buncombe; Cherokee; Clay; Graham; Haywood; Henderson; Jackson; Macon; Madison; McDowell; Mitchell; Polk; Rutherford; Swain; Transylvania; Yancey	NC: Alexander; Alleghany; Ashe; Avery; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Cleveland; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hoke; Hyde; Johnston; Jones; Lee; Lincoln; Martin; Montgomery; Moore; Nash; New Hanover; Northampton; Orange; Pamlico; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Union; Vance; Warren; Washington; Watauga; Wayne; Wilkes; Wilson





## North Carolina | Charlotte



### MARKET HIGHLIGHTS

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- For a complete list of in-network providers, visit [www.Humana.com/PhysicianFinder](http://www.Humana.com/PhysicianFinder).

### MARKET SERVICE AREA

Alexander, Anson, Burke, Cabarrus, Caldwell, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, Union



## North Carolina | Charlotte

### MAPD Plans

Plan Name	Humana Gold Plus (HMO)	Humana Gold Plus (HMO)	HumanaChoice (PPO)
Plan Number	H1036-137-000	H6622-057-000	H5216-211-000
Premium	\$0.00	\$0.00	\$50.00
Part B Giveback	N/A	N/A	N/A
PCP / SPC / UC	\$0 / \$25 / \$15	\$0 / \$25 / \$15	\$15 / \$45 / \$35
Referrals Required	No	No	No
Inpatient Hospital	\$345 per day (Days 1-5); \$0 per day (Days 6-90)	\$345 per day (Days 1-5); \$0 per day (Days 6-90)	\$325 per day (Days 1-6); \$0 per day (Days 7-90)
Max Out-of-Pocket	\$4400 In-Network	\$4400 In-Network	\$6700 In-Network
Rx Deductible	No Deductible	No Deductible	\$160 Tiers 4, 5
Rx Preferred	\$2/\$8/\$45/\$95/33%	\$2/\$8/\$45/\$95/33%	\$4/\$12/\$47/\$100/30%
Key Extra Benefits	Vision, Hearing, Fitness, OTC \$50/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year, Insulin Savings Program	Vision, Hearing, Fitness, OTC \$50/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year, Insulin Savings Program	Hearing, Fitness, OTC \$30/Quarter for select health and wellness products, Insulin Savings Program
Dental	\$2000 annually; \$0 copayments covers: exams, x-rays, cleanings, fluoride \$25 copayment covers: fillings	\$2000 annually; \$0 copayments covers: exams, x-rays, cleanings, fluoride \$25 copayment covers: fillings	\$1000 annually; 0% coinsurance on exams, x-rays, cleanings 50% coinsurance on fillings
Plan Service Area	NC: Anson; Burke; Cabarrus; Caldwell; Catawba; Gaston; Iredell; Mecklenburg; Rowan; Stanly	NC: Alexander; Cleveland; Lincoln; Union	NC: Alamance; Alexander; Anson; Avery; Buncombe; Cabarrus; Caldwell; Caswell; Catawba; Chatham; Cherokee; Clay; Cleveland; Davidson; Davie; Durham; Forsyth; Franklin; Gaston; Graham; Guilford; Haywood; Henderson; Iredell; Jackson; Lee; Lincoln; Macon; Madison; McDowell; Mecklenburg; Mitchell; Montgomery; Moore; Orange; Person; Polk; Randolph; Rockingham; Rowan; Rutherford; Stanly; Stokes; Swain; Transylvania; Union; Vance; Wake; Warren; Watauga; Yadkin; Yancey



## North Carolina | Charlotte

### MAPD and MA Only Plans

### Humana Honor Plan

Plan Name	HumanaChoice (PPO)	Humana Honor (Regional PPO)	HumanaChoice (Regional PPO)
Plan Number	H5525-026-000	R1390-003-000	R1390-001-000
Premium	\$72.00	\$0.00	\$0.00
Part B Giveback	N/A	\$50	N/A
PCP / SPC / UC	\$15 / \$45 / \$35	\$20 / \$50 / \$20	\$15 / \$50 / \$40
Referrals Required	No	No	No
Inpatient Hospital	\$450 per day (Days 1-4); \$0 per day (Days 5-90)	\$395 per day(Days 1-5); \$0 per day(Days 6-90)	\$395 per day(Days 1-5); \$0 per day(Days 6-90)
Max Out-of-Pocket	\$6700 In-Network	\$7550 In-Network	\$6950 In-Network
Rx Deductible	\$265 Tiers 4, 5	No Coverage	No Coverage
Rx Preferred	\$4/\$12/\$47/\$100/28%	No Coverage	No Coverage
Key Extra Benefits	Hearing, Fitness, OTC \$25/Quarter for select health and wellness products	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
Dental	N/A	\$2000 annually; \$0 copayments cover: exams, x-rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
Plan Service Area	NC: Bladen; Burke; Camden; Columbus; Cumberland; Gates; Hoke; Johnston; Martin; Nash; New Hanover; Northampton; Pamlico; Pender; Richmond; Scotland; Washington	NC: Statewide	NC: Statewide



## North Carolina | Charlotte

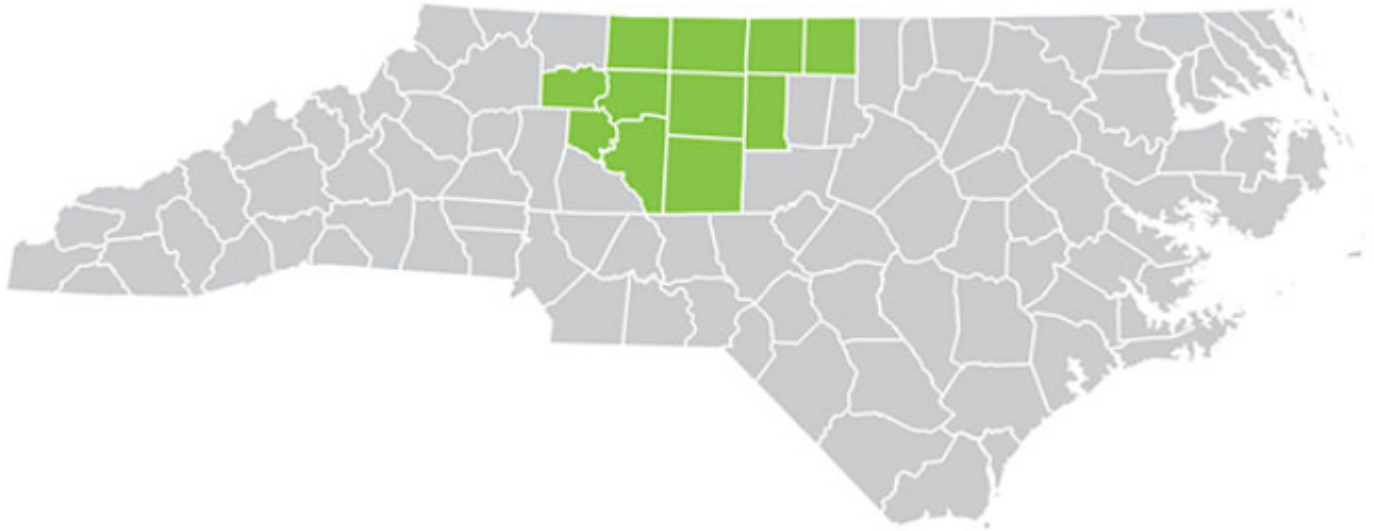
### DSNP Plans

Plan Name	Humana Gold Plus SNP-DE (HMO D-SNP)	HumanaChoice SNP-DE (PPO D-SNP)
Plan Number	H1036-167-000	H5525-036-000
Medicaid Levels	FBDE, QMB, QMB+, SLMB+	FBDE, QMB, QMB+, SLMB+
Dental	\$4000 annually; 0% coinsurance covers: exams, x-rays, cleanings, fluoride, fillings, crown and denture recementation, emergency treatment for pain, extractions, dentures, crowns, adjustments to dentures	\$2500 annually; 0% coinsurance covers: exams, x-rays, cleanings, fillings, crowns, extractions, dentures
Healthy Foods Card	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.
Vision	Annual exam and \$300 credit every year for eyewear or contact lenses including fittings.	\$40 credit for annual eye exam and \$300 credit every year for eyeglasses or contact lenses including fittings. OON coverage available. Some restrictions apply if benefits received Out-of-Network.
Hearing	\$0 annual exams and TruHearing advanced level hearing aids plus 80 batteries.	\$0 annual exams and TruHearing advanced level hearing aids plus 80 batteries.
OTC Allowance	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
Transportation	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.
Plan Service Area	NC: Anson; Burke; Cabarrus; Caldwell; Catawba; Gaston; Iredell; Mecklenburg; Rowan; Stanly	NC: Alexander; Alleghany; Ashe; Avery; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Cleveland; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hoke; Hyde; Johnston; Jones; Lee; Lincoln; Martin; Montgomery; Moore; Nash; New Hanover; Northampton; Orange; Pamlico; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Union; Vance; Warren; Washington; Watauga; Wayne; Wilkes; Wilson





## North Carolina | Triad



### MARKET HIGHLIGHTS

- Local Market office and Support Team to help with all of your needs.
- No referrals on any of our HMO or PPO plans.
- Humana Honor Plan available for customers that get their drug coverage elsewhere, such as Veterans.
- Multiple selling opportunity with Dual Special Needs Plan.
- Healthy Food Card now available on select Dual Eligible Plans.
- \$0 copay for 90 day supply of tier 1 and 2 drugs when using mail order through Humana Pharmacy.
- Many Plans include Dental, Vision, Hearing, OTC and SilverSneakers Fitness Benefits.
- Virtual office visits for PCP, urgent care, and behavioral health are now \$0 co-pay.
- Go365® by Humana is a wellness program that rewards your clients for doing healthy activities. Many Humana Medicare Advantage plans include Go365.

### NETWORK HIGHLIGHTS

- All major hospital facilities within the market are in-network.
- HMO plans within the market do not require referrals.
- Humana PPO Plans have National Network Reciprocity, allowing members to travel with the comfort of knowing they can use any Humana ChoiceCare PPO Network Provider across the country for in-network services.
- For a complete list of in-network providers, visit [www.Humana.com/PhysicianFinder](http://www.Humana.com/PhysicianFinder).

### MARKET SERVICE AREA

Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Person, Randolph, Rockingham, Stokes, Yadkin



## North Carolina | Triad

### MAPD Plans

Plan Name	Humana Gold Plus (HMO)	HumanaChoice (PPO)	HumanaChoice (PPO)
Plan Number	H1036-291-000	H5216-017-000	H5216-211-000
Premium	\$0.00	\$0.00	\$50.00
Part B Giveback	N/A	\$50	N/A
PCP / SPC / UC	\$0 / \$20 / \$10	\$20 / \$50 / \$40	\$15 / \$45 / \$35
Referrals Required	No	No	No
Inpatient Hospital	\$295 per day (Days 1-6); \$0 per day (Days 7-90)	\$450 per day (Days 1-4); \$0 per day (Days 5-90)	\$325 per day (Days 1-6); \$0 per day (Days 7-90)
Max Out-of-Pocket	\$3900 In-Network	\$7550 In-Network	\$6700 In-Network
Rx Deductible	No Deductible	\$265 Tiers 3, 4, 5	\$160 Tiers 4, 5
Rx Preferred	\$0/\$5/\$45/\$95/33%	\$5/\$15/\$47/\$99/28%	\$4/\$12/\$47/\$100/30%
Key Extra Benefits	Vision, Hearing, Fitness, OTC \$50/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year, Insulin Savings Program	Fitness, OTC \$15/Quarter for select health and wellness products	Hearing, Fitness, OTC \$30/Quarter for select health and wellness products, Insulin Savings Program
Dental	\$2000 annually; \$0 copayments covers: exams, x-rays, cleanings, fluoride \$25 copayment covers: fillings		\$1000 annually; 0% coinsurance on exams, x-rays, cleanings 50% coinsurance on fillings
Plan Service Area	NC: Alamance; Caswell; Davidson; Davie; Forsyth; Guilford; Person; Randolph; Rockingham; Stokes; Yadkin	NC: Alamance; Avery; Buncombe; Cherokee; Clay; Graham; Guilford; Haywood; Henderson; Jackson; Macon; Madison; McDowell; Mitchell; Polk; Randolph; Rockingham; Rutherford; Swain; Transylvania; Watauga; Yancey	NC: Alamance; Alexander; Anson; Avery; Buncombe; Cabarrus; Caldwell; Caswell; Catawba; Chatham; Cherokee; Clay; Cleveland; Davidson; Davie; Durham; Forsyth; Franklin; Gaston; Graham; Guilford; Haywood; Henderson; Iredell; Jackson; Lee; Lincoln; Macon; Madison; McDowell; Mecklenburg; Mitchell; Montgomery; Moore; Orange; Person; Polk; Randolph; Rockingham; Rowan; Rutherford; Stanly; Stokes; Swain; Transylvania; Union; Vance; Wake; Warren; Watauga; Yadkin; Yancey



## North Carolina | Triad

<b>MA Only Plans</b>	<b>Humana Honor Plan</b>	
<b>Plan Name</b>	<b>Humana Honor (Regional PPO)</b>	<b>HumanaChoice (Regional PPO)</b>
<b>Plan Number</b>	<b>R1390-003-000</b>	<b>R1390-001-000</b>
<b>Premium</b>	\$0.00	\$0.00
<b>Part B Giveback</b>	\$50	N/A
<b>PCP / SPC / UC</b>	\$20 / \$50 / \$20	\$15 / \$50 / \$40
<b>Referrals Required</b>	No	No
<b>Inpatient Hospital</b>	\$395 per day (Days 1-5); \$0 per day (Days 6-90)	\$395 per day (Days 1-5); \$0 per day (Days 6-90)
<b>Max Out-of-Pocket</b>	\$7550 In-Network	\$6950 In-Network
<b>Rx Deductible</b>	No Coverage	No Coverage
<b>Rx Preferred</b>	No Coverage	No Coverage
<b>Key Extra Benefits</b>	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
<b>Dental</b>	\$2000 annually; \$0 copayments cover: exams, x-rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
<b>Plan Service Area</b>	NC: Statewide	NC: Statewide



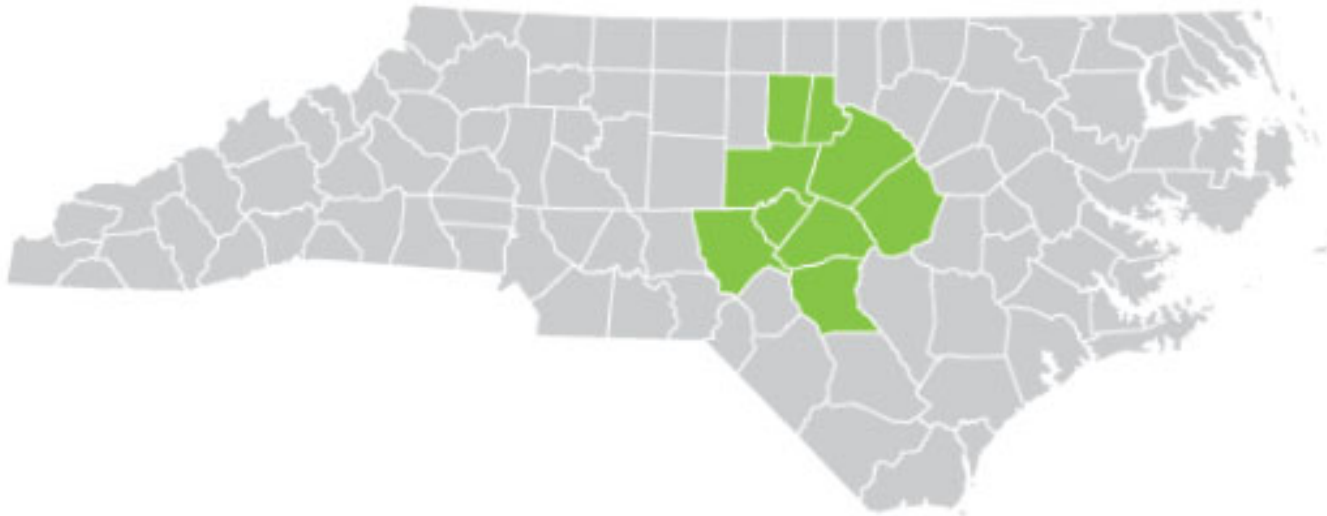
North Carolina | Triad

**DSNP Plans**

<b>Plan Name</b>	<b>Humana Gold Plus SNP-DE (HMO D-SNP)</b>
<b>Plan Number</b>	<b>H1036-168-000</b>
<b>Medicaid Levels</b>	FBDE, QMB, QMB+, SLMB+
<b>Dental</b>	\$4000 annually; 0% coinsurance covers: exams, x-rays, cleanings, fluoride, fillings, crown and denture recementation, emergency treatment for pain, extractions, dentures, crowns, adjustments to dentures
<b>Healthy Foods Card</b>	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.
<b>Vision</b>	Annual exam and \$400 credit every year for eyewear or contact lenses including fittings.
<b>Hearing</b>	\$0 annual exams and TruHearing advanced level hearing aids plus 80 batteries.
<b>OTC Allowance</b>	\$250 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
<b>Transportation</b>	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.
<b>Plan Service Area</b>	NC: Alamance; Caswell; Davidson; Davie; Forsyth; Guilford; Person; Randolph; Rockingham; Stokes; Yadkin



## North Carolina | Triangle



### MARKET HIGHLIGHTS

- Expanding HMO Service Area to include Cumberland, Moore
- Local Market office and Support Team to help with all of your needs.
- No referrals on any of our HMO or PPO plans.
- Humana Honor Plan available for customers that get their drug coverage elsewhere, such as Veterans.
- Healthy Food Card now available on select Dual Eligible Plans.
- \$0 copay for 90 day supply of tier 1 and 2 drugs when using mail order through Humana Pharmacy.
- Many Plans include Dental, Vision, Hearing, OTC and SilverSneakers Fitness Benefits.
- Virtual office visits for PCP, urgent care, and behavioral health are now \$0 co-pay.
- Go365® by Humana is a wellness program that rewards your clients for doing healthy activities. Many Humana Medicare Advantage plans include Go365.

### NETWORK HIGHLIGHTS

- All major hospital facilities within the market are in-network.
- HMO plans within the market do not require referrals.
- Humana PPO Plans have National Network Reciprocity, allowing members to travel with the comfort of knowing they can use any Humana ChoiceCare PPO Network Provider across the country for in-network services.
- For a complete list of in-network providers, visit [www.Humana.com/PhysicianFinder](http://www.Humana.com/PhysicianFinder).

### MARKET SERVICE AREA

Chatham, Cumberland, Durham, Harnett, Johnston, Lee, Moore, Orange, Wake



## North Carolina | Triangle

### MAPD Plans

Plan Name	Humana Gold Plus (HMO)	Humana Gold Plus (HMO)	HumanaChoice (PPO)
Plan Number	H1036-233-000	H6622-060-000	H5525-035-000
Premium	\$0.00	\$0.00	\$0.00
Part B Giveback	N/A	N/A	\$50
PCP / SPC / UC	\$0 / \$30 / \$0	\$0 / \$30 / \$0	\$20 / \$50 / \$40
Referrals Required	No	No	No
Inpatient Hospital	\$295 per day (Days 1-6); \$0 per day (Days 7-90)	\$295 per day (Days 1-6); \$0 per day (Days 7-90)	\$450 per day (Days 1-4); \$0 per day (Days 5-90)
Max Out-of-Pocket	\$4200 In-Network	\$4200 In-Network	\$7550 In-Network
Rx Deductible	No Deductible	No Deductible	\$265 Tiers 3, 4, 5
Rx Preferred	\$0/\$5/\$47/\$97/33%	\$0/\$5/\$47/\$97/33%	\$5/\$15/\$47/\$99/28%
Key Extra Benefits	Vision, Hearing, Fitness, OTC \$50/Quarter for select health and wellness products, Transportation 36 one-way trip(s)/Year, Insulin Savings Program	Vision, Hearing, Fitness, OTC \$50/Quarter for select health and wellness products, Transportation 36 one-way trip(s)/Year, Insulin Savings Program	Hearing, Fitness, OTC \$15/Quarter for select health and wellness products, Insulin Savings Program
Dental	\$1000 annually; \$0 copayments covers: exams, x-rays, cleanings, fillings	\$1000 annually; \$0 copayments covers: exams, x-rays, cleanings, fillings	N/A
Plan Service Area	NC: Wake	NC: Chatham; Cumberland; Durham; Harnett; Johnston; Lee; Moore; Orange	NC: Alleghany; Ashe; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hyde; Johnston; Jones; Lee; Montgomery; Moore; New Hanover; Northampton; Orange; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Vance; Warren; Washington; Wayne; Wilkes; Wilson





## North Carolina | Triangle

### MAPD Plans

Plan Name	HumanaChoice (PPO)	HumanaChoice (PPO)
Plan Number	H5216-211-000	H5525-026-000
Premium	\$50.00	\$72.00
Part B Giveback	N/A	N/A
PCP / SPC / UC	\$15 / \$45 / \$35	\$15 / \$45 / \$35
Referrals Required	No	No
Inpatient Hospital	\$325 per day (Days 1-6); \$0 per day (Days 7-90)	\$450 per day (Days 1-4); \$0 per day (Days 5-90)
Max Out-of-Pocket	\$6700 In-Network	\$6700 In-Network
Rx Deductible	\$160 Tiers 4, 5	\$265 Tiers 4, 5
Rx Preferred	\$4/\$12/\$47/\$100/30%	\$4/\$12/\$47/\$100/28%
Key Extra Benefits	Hearing, Fitness, OTC \$30/Quarter for select health and wellness products, Insulin Savings Program	Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
Dental	\$1000 annually; 0% coinsurance on exams, x-rays, cleanings 50% coinsurance on fillings	N/A
Plan Service Area	NC: Alamance; Alexander; Anson; Avery; Buncombe; Cabarrus; Caldwell; Caswell; Catawba; Chatham; Cherokee; Clay; Cleveland; Davidson; Davie; Durham; Forsyth; Franklin; Gaston; Graham; Guilford; Haywood; Henderson; Iredell; Jackson; Lee; Lincoln; Macon; Madison; McDowell; Mecklenburg; Mitchell; Montgomery; Moore; Orange; Person; Polk; Randolph; Rockingham; Rowan; Rutherford; Stanly; Stokes; Swain; Transylvania; Union; Vance; Wake; Warren; Watauga; Yadkin; Yancey	NC: Bladen; Burke; Camden; Columbus; Cumberland; Gates; Hoke; Johnston; Martin; Nash; New Hanover; Northampton; Pamlico; Pender; Richmond; Scotland; Washington



## North Carolina | Triangle

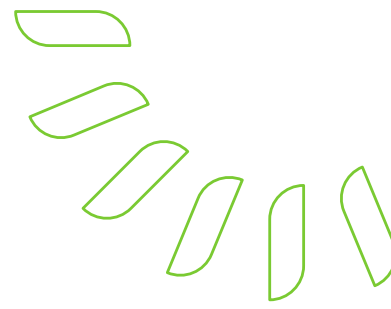
<b>MA Only Plans</b>	<b>Humana Honor Plan</b>	
<b>Plan Name</b>	<b>Humana Honor (Regional PPO)</b>	<b>HumanaChoice (Regional PPO)</b>
<b>Plan Number</b>	<b>R1390-003-000</b>	<b>R1390-001-000</b>
<b>Premium</b>	\$0.00	\$0.00
	\$50	N/A
<b>PCP / SPC / UC</b>	\$20 / \$50 / \$20	\$15 / \$50 / \$40
<b>Referrals Required</b>	No	No
<b>Inpatient Hospital</b>	\$395 per day (Days 1-5); \$0 per day (Days 6-90)	\$395 per day (Days 1-5); \$0 per day (Days 6-90)
<b>Max Out-of-Pocket</b>	\$7550 In-Network	\$6950 In-Network
<b>Rx Deductible</b>	No Coverage	No Coverage
<b>Rx Preferred</b>	No Coverage	No Coverage
<b>Key Extra Benefits</b>	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
	\$2000 annually; \$0 copayments cover: exams, x-rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
<b>Plan Service Area</b>	NC: Statewide	NC: Statewide



## North Carolina | Triangle

### DSNP Plans

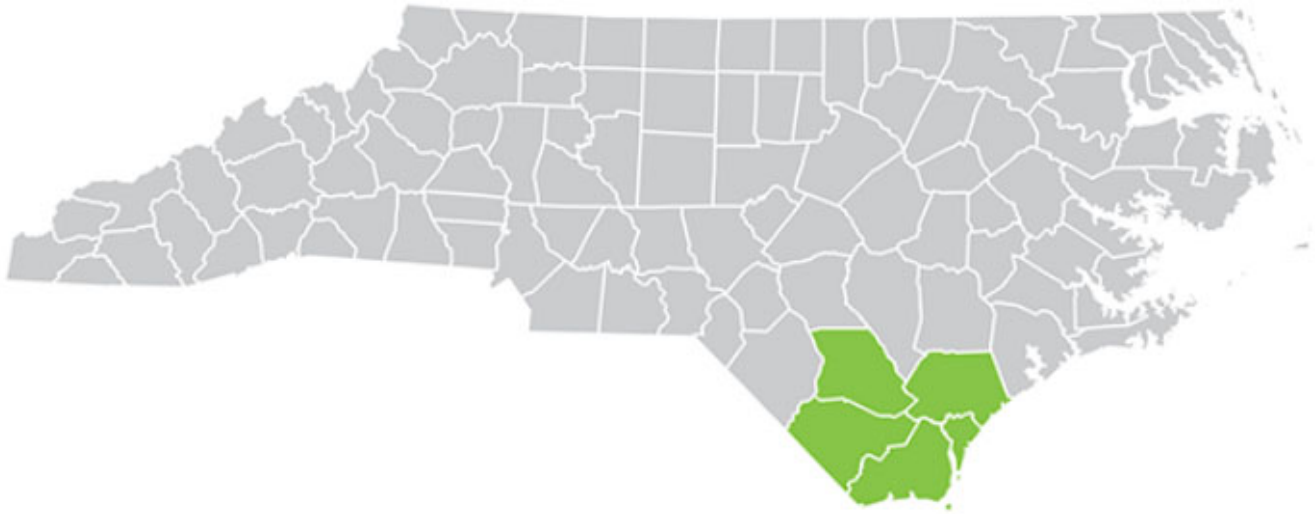
Plan Name	Humana Gold Plus SNP-DE (HMO D-SNP)	HumanaChoice SNP-DE (PPO D-SNP)
Plan Number	H1036-276-000	H5525-036-000
Medicaid Levels	FBDE, QMB, QMB+, SLMB+	FBDE, QMB, QMB+, SLMB+
Dental	\$4000 annually; 0% coinsurance covers: exams, x-rays, cleanings, fluoride, fillings, crown and denture recementation, emergency treatment for pain, extractions, dentures, crowns, adjustments to dentures	\$2500 annually; 0% coinsurance covers: exams, x-rays, cleanings, fillings, crowns, extractions, dentures
Healthy Foods Card	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.
Vision	Annual exam and \$300 credit every year for eyewear or contact lenses including fittings.	\$40 credit for annual eye exam and \$300 credit every year for eyeglasses or contact lenses including fittings. OON coverage available. Some restrictions apply if benefits received Out-of-Network.
Hearing	\$0 annual exam, fittings and TruHearing advanced level hearing aids, plus 80 batteries.	\$0 annual exam, fittings and TruHearing advanced level hearing aids, plus 80 batteries.
OTC Allowance	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
Transportation	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  One trip is valid for up to 25 miles.  For trips in excess of 25 miles, an additional trip will be exhausted for each additional 25 mile segment.	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.
Plan Service Area	NC: Wake	NC: Alexander; Alleghany; Ashe; Avery; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Cleveland; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hoke; Hyde; Johnston; Jones; Lee; Lincoln; Martin; Montgomery; Moore; Nash; New Hanover; Northampton; Orange; Pamlico; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Union; Vance; Warren; Washington; Watauga; Wayne; Wilkes; Wilson



## Notes Page



## North Carolina | Wilmington



### MARKET HIGHLIGHTS

- Local Market office and Support Team to help with all of your needs.
- No referrals on any of our HMO or PPO plans.
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- Multiple selling opportunity with Dual Special Needs Plan.
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### NETWORK HIGHLIGHTS

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- For a complete list of in-network providers, visit [www.Humana.com/PhysicianFinder](http://www.Humana.com/PhysicianFinder).

### MARKET SERVICE AREA

Bladen, Brunswick, Columbus, New Hanover, Pender



## North Carolina | Wilmington

### MAPD Plans

Plan Name	Humana Gold Plus (HMO)	HumanaChoice (PPO)	HumanaChoice (PPO)
Plan Number	H6622-061-000	H5525-035-000	H5525-034-000
Premium	\$0.00	\$0.00	\$136.00
Part B Giveback	N/A	\$50	N/A
PCP / SPC / UC	\$0 / \$35 / \$25	\$20 / \$50 / \$40	\$0 / \$0 / \$0
Referrals Required	No	No	No
Inpatient Hospital	\$295 per day (Days 1-6); \$0 per day (Days 7-90)	\$450 per day (Days 1-4); \$0 per day (Days 5-90)	\$0 per admit
Max Out-of-Pocket	\$3900 In-Network	\$7550 In-Network	\$6700 In-Network
Rx Deductible	\$95 Tiers 4, 5	\$265 Tiers 3, 4, 5	\$190 Tiers 3, 4, 5
Rx Preferred	\$2/\$8/\$45/\$95/31%	\$5/\$15/\$47/\$99/28%	\$4/\$12/\$47/\$99/29%
Key Extra Benefits	Vision, Hearing, Fitness, OTC \$60/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year, Insulin Savings Program	Hearing, Fitness, OTC \$15/Quarter for select health and wellness products, Insulin Savings Program	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year
Dental	\$2000 annually; 0% coinsurance covers: exams, x-rays, cleanings; 50% coinsurance covers: fillings, extractions; 70% coinsurance covers: deep cleaning	N/A	\$2000 annually; \$0 coinsurance covers: exams, x-rays, regular cleanings, fluoride; 50% to 70% coinsurance on fillings, extractions, crowns, dentures, adjustments to dentures, emergency treatment for pain, deep cleanings, recementation, root canal
Plan Service Area	NC: Bladen; Brunswick; Columbus; New Hanover; Pender	NC: Alleghany; Ashe; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hyde; Johnston; Jones; Lee; Montgomery; Moore; New Hanover; Northampton; Orange; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Vance; Warren; Washington; Wayne; Wilkes; Wilson	NC: Bladen; Brunswick; Columbus; New Hanover; Pender





## North Carolina | Wilmington

### MAPD and MA Only Plans

### Humana Honor Plan

Plan Name	HumanaChoice (PPO)	Humana Honor (Regional PPO)	HumanaChoice (Regional PPO)
Plan Number	H5525-026-000	R1390-003-000	R1390-001-000
Premium	\$72.00	\$0.00	\$0.00
Part B Giveback	N/A	\$50	N/A
PCP / SPC / UC	\$15 / \$45 / \$35	\$20 / \$50 / \$20	\$15 / \$50 / \$40
Referrals Required	No	No	No
Inpatient Hospital	\$450 per day (Days 1-4); \$0 per day (Days 5-90)	\$395 per day(Days 1-5); \$0 per day(Days 6-90)	\$395 per day(Days 1-5); \$0 per day(Days 6-90)
Max Out-of-Pocket	\$6700 In-Network	\$7550 In-Network	\$6950 In-Network
Rx Deductible	\$265 Tiers 4, 5	No Coverage	No Coverage
Rx Preferred	\$4/\$12/\$47/\$100/28%	No Coverage	No Coverage
Key Extra Benefits	Hearing, Fitness, OTC \$25/Quarter for select health and wellness products	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
Dental	N/A	\$2000 annually; \$0 copayments cover: exams, x- rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
Plan Service Area	NC: Bladen; Burke; Camden; Columbus; Cumberland; Gates; Hoke; Johnston; Martin; Nash; New Hanover; Northampton; Pamlico; Pender; Richmond; Scotland; Washington	NC: Statewide	NC: Statewide



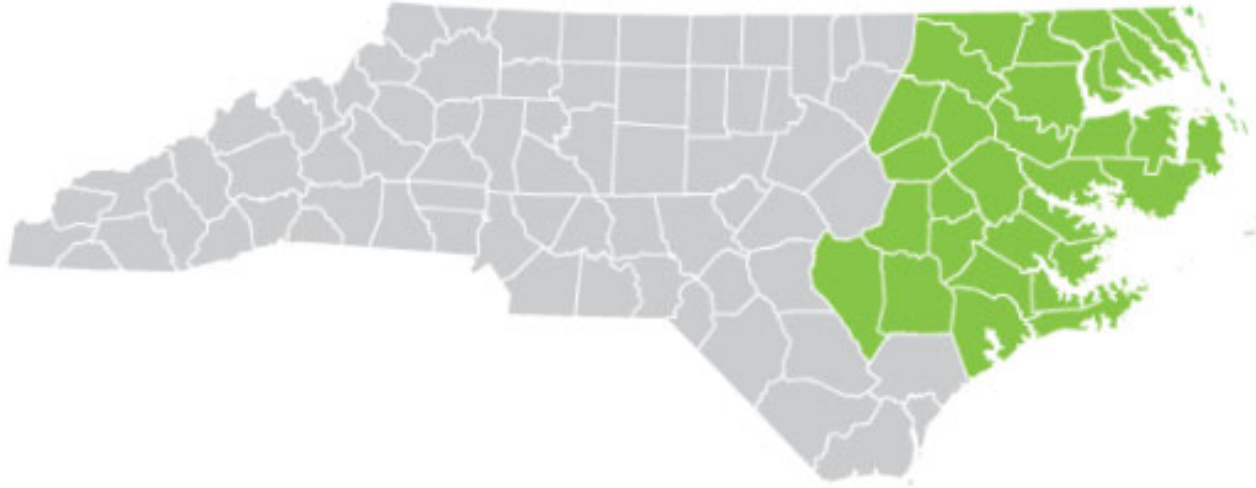
## North Carolina | Wilmington

### DSNP Plans

<b>Plan Name</b>	HumanaChoice SNP-DE (PPO D-SNP)
<b>Plan Number</b>	H5525-036-000
<b>Medicaid Levels</b>	FBDE, QMB, QMB+, SLMB+
<b>Dental</b>	\$2500 annually; 0% coinsurance covers: exams, x-rays, cleanings, fillings, crowns, extractions, dentures
<b>Healthy Foods Card</b>	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.
<b>Vision</b>	\$40 credit for annual eye exam and \$300 credit every year for eyeglasses or contact lenses including fittings. OON coverage available. Some restrictions apply if benefits received Out-of-Network.
<b>Hearing</b>	\$0 annual exams and TruHearing advanced level hearing aids plus 80 batteries.
<b>OTC Allowance</b>	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
<b>Transportation</b>	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.
<b>Plan Service Area</b>	NC: Alexander; Alleghany; Ashe; Avery; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Cleveland; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hoke; Hyde; Johnston; Jones; Lee; Lincoln; Martin; Montgomery; Moore; Nash; New Hanover; Northampton; Orange; Pamlico; Pasquotank; Pender; Perquimans; Pitt; Richmond; <b>Robeson</b> ; Sampson; Scotland; Surry; Tyrrell; Union; Vance; Warren; Washington; Watauga; Wayne; Wilkes; Wilson



## North Carolina | Eastern



### MARKET HIGHLIGHTS

- Introducing new \$0 plan premium PPO in Bertie, Chowan, Currituck, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Jones, Martin, Nash, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Sampson, Tyrrell, Washington, Wayne, Wilson, Beaufort
- Expanding PPO Service Area to include Bertie, Chowan, Currituck, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Jones, Martin, Nash, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Sampson, Tyrrell, Washington, Wayne, Wilson, Beaufort
- Local Market office and Support Team to help with all of your needs.
- No referrals on any of our HMO or PPO plans.
- Humana Honor Plan available for customers that get their drug coverage elsewhere, such as Veterans.
- \$0 copay for 90 day supply of tier 1 and 2 drugs when using mail order through Humana Pharmacy.
- Many Plans include Dental, Vision, Hearing, OTC and SilverSneakers Fitness Benefits.
- Virtual office visits for PCP, urgent care, and behavioral health are now \$0 co-pay.
- Go365® by Humana is a wellness program that rewards your clients for doing healthy activities. Many Humana Medicare Advantage plans include Go365.

### NETWORK HIGHLIGHTS

- Most major hospital facilities within the market are in-network.
- In-network hospitals and provider systems include, but are not limited to, the following: Vidant Health
- Humana PPO Plans have National Network Reciprocity, allowing members to travel with the comfort of knowing they can use any Humana ChoiceCare PPO Network Provider across the country for in-network services.
- For a complete list of in-network providers, visit [www.Humana.com/PhysicianFinder](http://www.Humana.com/PhysicianFinder).

### MARKET SERVICE AREA

Beaufort, Bertie, Camden, Carteret, Chowan, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Jones, Lenoir, Martin, Nash, Northampton, Onslow, Pamlico, Pasquotank, Perquimans, Pitt, Sampson, Tyrrell, Washington, Wayne, Wilson



## North Carolina | Eastern

<b>MAPD Plans</b>	<b>New Plan in 2022</b>		
<b>Plan Name</b>	<b>HumanaChoice (PPO)</b>	<b>HumanaChoice (PPO)</b>	<b>HumanaChoice (PPO)</b>
<b>Plan Number</b>	<b>H5525-050-000</b>	<b>H5525-049</b>	<b>H5525-035-000</b>
<b>Premium</b>	\$0.00	\$25.00	\$0.00
<b>Part B Giveback</b>	N/A	N/A	\$50
<b>PCP / SPC / UC</b>	\$0 / \$45 / \$35	\$0 / \$35 / \$25	\$20 / \$50 / \$40
<b>Referrals Required</b>	No	No	No
<b>Inpatient Hospital</b>	\$425 per day (Days 1-4); \$0 per day (Days 5-90)	\$375 per day (Days 1-5); \$0 per day (Days 6-90)	\$450 per day (Days 1-4); \$0 per day (Days 5-90)
<b>Max Out-of-Pocket</b>	\$6200 In-Network	\$5900 In-Network	\$7550 In-Network
<b>Rx Deductible</b>	\$265 Tiers 4, 5	\$95 Tiers 4, 5	\$265 Tiers 3, 4, 5
<b>Rx Preferred</b>	\$2/\$8/\$45/\$95/28%	\$2/\$8/\$45/\$95/31%	\$5/\$15/\$47/\$99/28%
<b>Key Extra Benefits</b>	Vision, Hearing, Fitness	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Hearing, Fitness, OTC \$15/Quarter for select health and wellness products, Insulin Savings Program
<b>Dental</b>	0% coinsurance covers: exams, x-rays, fluoride	\$1000 annually; 0% coinsurance on exams, x- rays, cleanings  50% coinsurance on fillings	N/A
<b>Plan Service Area</b>	NC: Alleghany; Ashe; Beaufort; Bertie; Chowan; Currituck; Duplin; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Hertford; Hoke; Hyde; Jones; Martin; Montgomery; Nash; Northampton; Pamlico; Pasquotank; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Vance; Warren; Washington; Wayne; Wilkes; Wilson	NC: Alleghany; Ashe; Beaufort; Bertie; Chowan; Currituck; Duplin; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Hertford; Hoke; Hyde; Jones; Martin; Montgomery; Nash; Northampton; Pamlico; Pasquotank; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Vance; Warren; Washington; Wayne; Wilkes; Wilson	NC: Alleghany; Ashe; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hyde; Johnston; Jones; Lee; Montgomery; Moore; New Hanover; Northampton; Orange; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Vance; Warren; Washington; Wayne; Wilkes; Wilson



## North Carolina | Eastern

MAPD and MA Only Plans		Humana Honor Plan	
Plan Name	HumanaChoice (PPO)	Humana Honor (Regional PPO)	HumanaChoice (Regional PPO)
Plan Number	H5525-026-000	R1390-003-000	R1390-001-000
Premium	\$72.00	\$0.00	\$0.00
Part B Giveback	N/A	\$50	N/A
PCP / SPC / UC	\$15 / \$45 / \$35	\$20 / \$50 / \$20	\$15 / \$50 / \$40
Referrals Required	No	No	No
Inpatient Hospital	\$450 per day (Days 1-4); \$0 per day (Days 5-90)	\$395 per day(Days 1-5); \$0 per day(Days 6-90)	\$395 per day(Days 1-5); \$0 per day(Days 6-90)
Max Out-of-Pocket	\$6700 In-Network	\$7550 In-Network	\$6950 In-Network
Rx Deductible	\$265 Tiers 4, 5	No Coverage	No Coverage
Rx Preferred	\$4/\$12/\$47/\$100/28%	No Coverage	No Coverage
Key Extra Benefits	Hearing, Fitness, OTC \$25/Quarter for select health and wellness products	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trip(s)/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
Dental	N/A	\$2000 annually; \$0 copayments cover: exams, x- rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
Plan Service Area	NC: Bladen; Burke; Camden; Columbus; Cumberland; Gates; Hoke; Johnston; Martin; Nash; New Hanover; Northampton; Pamlico; Pender; Richmond; Scotland; Washington	NC: Statewide	NC: Statewide





## North Carolina | Eastern

### DSNP Plans

<b>Plan Name</b>	HumanaChoice SNP-DE (PPO D-SNP)
<b>Plan Number</b>	H5525-036-000
<b>Medicaid Levels</b>	FBDE, QMB, QMB+, SLMB+
<b>Dental</b>	\$2500 annually; 0% coinsurance covers: exams, x-rays, cleanings, fillings, crowns, extractions, dentures
<b>Healthy Foods Card</b>	\$75 allowance per month for Healthy Foods Card for members to spend at participating retailers toward the purchase of approved healthy foods.
<b>Vision</b>	\$40 credit for annual eye exam and \$300 credit every year for eyeglasses or contact lenses including fittings. OON coverage available. Some restrictions apply if benefits received Out-of-Network.
<b>Hearing</b>	\$0 annual exams and TruHearing advanced level hearing aids plus 80 batteries.
<b>OTC Allowance</b>	\$200 maximum benefit coverage amount per quarter (3 months) for select over-the-counter health and wellness products.
<b>Transportation</b>	\$0 copayment for plan approved location up to 48 one-way trip(s) per year by car, van, wheelchair access vehicle.  This benefit is not to exceed 50 miles per trip.
<b>Plan Service Area</b>	NC: Alexander; Alleghany; Ashe; Avery; Beaufort; Bertie; Bladen; Brunswick; Camden; Chatham; Chowan; Cleveland; Columbus; Cumberland; Currituck; Duplin; Durham; Edgecombe; Franklin; Gates; Granville; Greene; Halifax; Harnett; Hertford; Hoke; Hyde; Johnston; Jones; Lee; Lincoln; Martin; Montgomery; Moore; Nash; New Hanover; Northampton; Orange; Pamlico; Pasquotank; Pender; Perquimans; Pitt; Richmond; Robeson; Sampson; Scotland; Surry; Tyrrell; Union; Vance; Warren; Washington; Watauga; Wayne; Wilkes; Wilson



North Carolina | Statewide



Additional MAPD Plans  
Prescription Drug Plans  
Medicare Supplement  
Individual Dental and Vision



## North Carolina | Statewide

### MAPD Plans

Plan Name	HumanaChoice (PPO)	Humana Gold Choice (PFFS)	HumanaChoice (Regional PPO)
<b>Plan Number</b>	H5525-026-000	H8145-004-000	R1390-002-000
<b>Premium</b>	\$72.00	\$87.00	\$98.80
<b>Part B Giveback</b>	N/A	N/A	N/A
<b>PCP / SPC / UC</b>	\$15 / \$45 / \$35	\$20 / \$50 / \$40	\$15 / \$50 / \$40
<b>Referrals Required</b>	No	No	No
<b>Inpatient Hospital</b>	\$450 per day (Days 1-4); \$0 per day (Days 5-90)	\$345 per day (Days 1-5); \$0 per day (Days 6-90)	\$360 per day (Days 1-5); \$0 per day (Days 6-90)
<b>Max Out-of-Pocket</b>	\$6700 In-Network	\$7550 In/Out Network	\$7550 In-Network
<b>Rx Deductible</b>	\$265 Tiers 4, 5	\$160 Tiers 3, 4, 5	\$480 Tiers 4, 5
<b>Rx Preferred</b>	\$4/\$12/\$47/\$100/28%	\$5/\$15/\$47/\$99/30%	\$8/\$18/\$47/\$99/25%
<b>Key Extra Benefits</b>	Hearing, Fitness, OTC \$25/Quarter for select health and wellness products	Vision, Hearing, Fitness, OTC \$75/Quarter for select health and wellness products, Transportation 24 one-way trips/Year	Vision, Hearing, Fitness, OTC \$25/Quarter for select health and wellness products
<b>Dental</b>	N/A	\$2000 annually; \$0 copayments cover: exams, x-rays, cleanings, fluoride treatment, extractions, fillings, crowns, dentures, denture adjustments, denture realign, deep cleaning, recementation, emergency treatment for pain, oral surgery, periodontal maintenance, and root canals	N/A
<b>Plan Service Area</b>	NC: Bladen; Burke; Camden; Columbus; Cumberland; Gates; Hoke; Johnston; Martin; Nash; New Hanover; Northampton; Pamlico; Pender; Richmond; Scotland; Washington	NC: Anson; Avery; Buncombe; Caswell; Catawba; Cherokee; Davidson; Davie; Forsyth; Gaston; Gates; Henderson; Madison; Mecklenburg; Rowan; Scotland; Watauga; Yancey	NC: Statewide



## North Carolina | Statewide


### Prescription Drug Plans

Plan Name	Humana Walmart Value Rx Plan (PDP)	Humana Premier Rx Plan (PDP)	Humana Basic Rx Plan (PDP)
Plan Number	S5884-187	S5884-154	S5884-133
Insulin Savings Program	N/A	Insulin Savings Program	N/A
Pairs Well With	Humana Med Supp Plan	Humana Med Supp Plan	Humana Med Supp Plan
Premium	\$22.70	\$73.90	\$33.50
Rx Deductible	\$480 Tiers 3, 4, 5	\$480 Tiers 3, 4, 5	\$480 All Tiers
Preferred Retail 30-day Supply	\$1/\$4/15%/45%/25%	\$1/\$4/\$45/49%/25%	\$0/\$1/19%/36%/25%
Standard Retail 30-day Supply	\$10/\$20/18%/50%/25%	\$5/\$10/\$47/50%/25%	\$1/\$2/23%/40%/25%
Preferred Mail 90-day Supply	\$0 copay for Tier 1, \$7 copay for Tier 2	\$0 copay for Tiers 1 & 2	\$0 copay for Tiers 1 & 2
Plan Service Area	NC: Statewide	NC: Statewide	NC: Statewide

### Other Humana Plans with Coverage in North Carolina

Humana Medicare Supplement	See Outline of Coverage	Med Supp
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## Medicare Supplement Resources (via Vantage)

Medicare Supplement	
	<a href="#">Med Supp OOC's &amp; App Packets</a>
	<a href="#">Med Supp Agent Guidebook</a>
	<a href="#">Med Supp Underwriting Guide</a>

Click links in Vantage to access Medicare Supplement Documents



- ❖ **Med Supp OOC's & App Packets:** Clicking this link will open an excel spreadsheet that will include the OOC for the following plans:

**Humana®**  
Med Supp Sales Material Grid

**Product Line Kit Links**

Click Here → Humana Achieve  
→ Humana Value  
→ Humana Traditional (MIPPA)  
→ Humana Healthy Living (HHL)

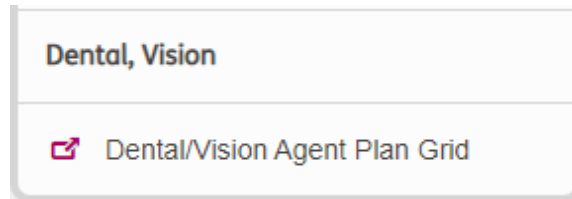
Please note that not all agents and partners market and sell all products listed within this document. To ensure a positive enrollment and consumer experience please only download and submit products you are licensed to market and sell. For product availability, please contact Agent Support or your local market.

**Important if you submit a policy for Humana Achieve, and you are not contracted to sell Humana Achieve you will not be compensated.**

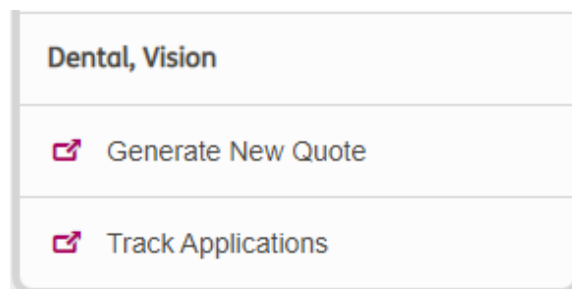
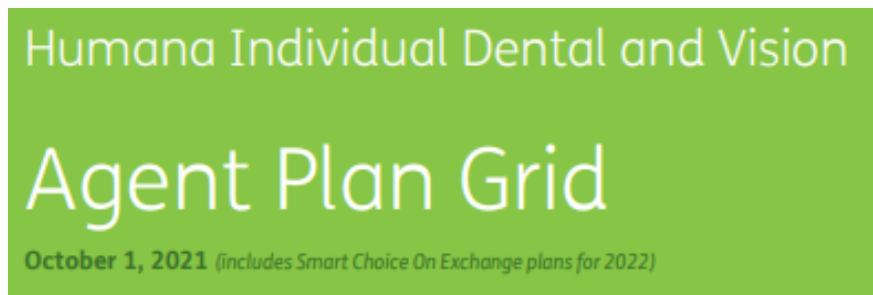
- ❖ **Med Supp Agent Guidebook:** <https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=3491826>
- ❖ **Med Supp Underwriting Guide:** <https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=3317158>



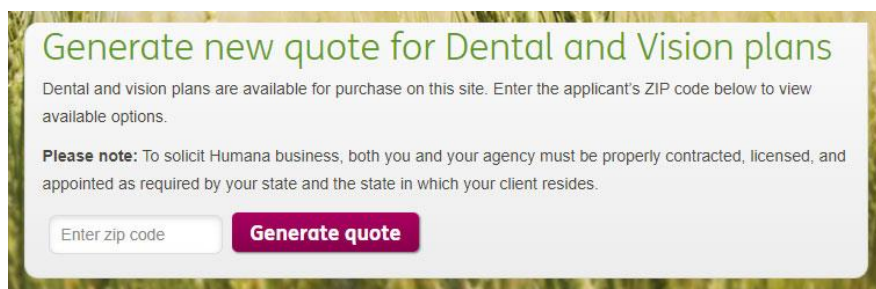
## Individual Dental and Vision Plan Resources (via Vantage)



- ❖ **Humana Individual Dental/Vision Agent Plan Grid:** Clicking this link will open an inactive document that includes rates, plan highlights and options by State:



- ❖ **Dental/Vision Plan Quotes:** <https://agentportal.humana.com/Vantage/Links/quote-and-enroll/generate-new-quote>





Notes Page

# Focus on Duals and Veterans

## Let's make DSNPs feel a little simpler, shall we?

For both Agents and members, Dual-Eligible Special Needs Plans (DSNPs) can be hard to wrap your head around. So we collected the most important rules and details onto one page. If you need a refresher when you're on the phone or out in the field, take a look at the information below.



### DSNP FAQs

#### What are DSNP plans?

They combine Medicare and Medicaid<sup>1</sup> and many plans include some extra health benefits like transportation, fitness programs, OTC allowances and dental, vision and hearing coverage<sup>2</sup> into a low or \$0 premium plan.

#### When can you sell DSNPs?

Once per quarter during the first nine months of the year, as long as the member's eligibility hasn't changed. That means one election during each of the following time periods:<sup>3</sup>

Q1: January–March

Q2: April–June

Q3: July–September

#### How often is eligibility verified?

Monthly. A member could be disenrolled if their income rises above the threshold, but they have six months to regain eligibility.

<sup>1</sup>Medicaid eligibility differs by state

<sup>2</sup>Benefits may vary. Check [FirstLook.Humana.com](https://www.humana.com) for plan benefits near you

<sup>3</sup>Effective January 1, 2019

For Agent Use Only. Do Not Distribute.

### SEP Codes

Use one of these three codes when you're enrolling someone who is dual eligible or receiving low-income subsidy.

#### MDE

For a standard dual-eligible and low-income subsidy (LIS) SEP. This can be used only once per quarter during the first nine months of the year and can't be used at all during AEP.

#### MCD

For individuals who gain, lose or have a change in their Medicaid status. This doesn't count toward the once-per-quarter limit.

#### NLS

For individuals who gain, lose or have a change in their LIS status. This doesn't count toward the once-per-quarter limit.



# DESNP Verification (via Vantage)

**Quote & Enroll** ★ ?

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**Medicare**

- [Enter Fastapp](#)
- [Enter Enrollment Hub](#)
- [Download Enrollment Hub](#)
- [Digital Marketing Materials](#)
- [Application Status](#)
- [Scope of Appointment](#)
- [Upload Paper Applications](#)
- [Eligibility Verification](#)

## Dual Eligibility Level Descriptions ✕

- Qualified Medicare Beneficiary (QMB)
- Qualified Medicare Beneficiary with Comprehensive Medicaid Benefits (QMB+)
- Specified Low-Income Medicare Beneficiary (SLMB)
- Specified Low-Income Medicare Beneficiary with Comprehensive Medicaid Benefits (SLMB+)
- Qualified Individual
- Qualified Disabled and Working Individual
- Full Benefit Dual Eligible (FBDE)

Plan #	Cost Share	Eligibility Level
HMO 6622-027	\$0 Cost Share	QMB, QMB+. SLMB+, FBDE
HMO 1036-167; 168; 276	\$0 Cost Share	QMB, QMB+. SLMB+, FBDE
LPPO H5525-036	\$0 Cost Share	QMB, QMB+. SLMB+, FBDE

← Dual Eligibility Verification

Dual Eligibility Verification tool does not validate agent licensing. Please be advised that agents are ultimately responsible to ensure they have all required licenses. We recommend agents confirm with the relevant Departments of Insurance that they have the appropriate licensing and lines of authority for the products they intend to market and sell.

Plan Year \*  State \*

Date of Request

First Name \*  Last Name \*

Date of Birth \*

Gender \*  Male  Female

Please enter prospective members Social Security Number or Medicaid ID/Medicaid Member ID (or both) below in order to submit this request.

Social Security Number \*  Medicaid ID/Medicaid Member ID \*

Medicare ID

Submit

Status  
 Medicaid ID  
 Dual Eligibility Level ?

New Request

# Healthy Foods Card

## 2020 AGENT TOOLKIT

Nutritious food at the speed of a swipe.

Members who qualify for the Healthy Foods Card benefit can buy approved healthy foods at retailers nationwide.



### Easy. Quick. Convenient.

Many Humana members face financial barriers that limit their access to basic foods (something many of us take for granted). To help those who qualify break down those barriers, we created the Healthy Foods Card. It offers either a \$25 or \$50 allowance (depending on the plan) every month so they can get the food—not to mention the nutrition—they need.

### As simple to use as your debit card.



1.

#### Activate the card.

Go to the [OTC Network website](#) or download the app on [Apple](#) or [Android](#).



2.

#### Shop for food.

Visit a participating retailer and pick up any approved food or beverage.



3.

#### Check out approved items.

Swipe the card at checkout to pay for approved items, just like any other card.



4.

#### Pay for the rest.

Use another payment method to purchase items that aren't approved or are over the allowance.

### Three (very) important notes:

1. The card can be used only at participating stores. Luckily, there are thousands nationwide, from CVS and Dollar General to Walgreens and Walmart.
2. The allowance doesn't roll over from one month to the next, so be sure your members know they need to use it by the end of the month.
3. The card can't be used until it's activated online (see above).



## What items are approved to buy with the Healthy Foods Card?

Here's a complete list of items that can be purchased by members who have this benefit as part of their plan:



### Perishable foods:

- Dairy (milk, cheese, butter, sour cream and whipping cream)
- Whole eggs and egg substitutes
- Yogurt
- Margarine
- Soy and other nut milks
- Lard
- Ready-to-eat soups, meals and sandwiches
- Deli items—processed and fried
- Produce (fruits and vegetables)
- Meats—poultry, ground beef, beef
- Processed meats—sausage, jerky, lunch meat
- Seafood
- Bakery (pies, cakes, muffins)
- Bread, rolls and tortillas



### Beverages:

- Dry and liquid/concentrated drink mixes
- Soda
- Cocoa, coffee and tea (dry or liquid)
- Juices (includes sparkling)
- Juice blends, drinks and punches (includes sparkling)
- Bottled water
- Enhanced water
- Sport drinks—Gatorade®, etc.
- Bottled energy drinks
- Ice
- Sparkling water



### Nonperishable foods:

- Baking/cooking supplies (baking powder, yeast, etc.)
- Puddings and gelatin
- Flours, cornmeal, nut and seed flours, bread/biscuit mixes
- Sugar—white, brown and powdered
- Cake/cookie mixes, frosting, chocolate chips, marshmallows, decorations
- Herbs, spices and seasonings
- Oils and shortening
- Condiments, sauces, dips, mayonnaise and salad dressing
- Tomato/spaghetti/alfredo/nutritionally significant sauce
- Jams, jellies, sweet spreads, syrup
- Peanut butter and other nut butters
- Cereal (hot and cold), pancakes and waffles
- Breakfast foods (toaster pastries, cereal bars, granola and granola bars)



### Frozen foods:

- Ice cream, frozen yogurt, sherbet
- Other desserts/sweets
- Fruits and vegetables
- Appetizers, french fries, onion rings, etc.
- Meats
- Seafood
- Juices
- Prepared food
- Stews, pizza, heat and eat, soy burgers



### What items aren't approved to buy with the Healthy Foods Card?

- Pet food
- Alcohol
- Tobacco or vaping products
- Household, cleaning or personal hygiene-products
- Over-the-counter health products
- Lottery or any gaming tickets

## FOCUS ON VETERANS

Humana®



Are you a  
veteran?



## Humana Veteran FAQs

Use this handy reference to fully understand Humana’s options available to Veterans.



**Q: Why should I focus on Veterans as a target market?**

**A:** Supporting the health and wellness of Veterans is a way to serve those who have served us. Plus, one in five Medicare eligibles is a Veteran, so there is ample selling opportunity in this market.<sup>1</sup>

**Q: What healthcare benefits are available to Veterans from the government?**

**A:** Here are the programs currently offered:

- **Tricare for Life (TFL):** for retired military members and their spouses and dependents
- **Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA):** for Veterans permanently disabled due to a service-related injury and for spouses and dependents after a service-related death<sup>2</sup>
- **Veterans Affairs (VA) healthcare:** offered based on service, financial status or service-related disability
- **Medicare:** for all individuals 65+, even if they have other benefits like TFL or VA
- **Medicaid:** for low-income individuals, level varies by state
- **Extra Help:** a low-income subsidy program

**Q: Should all Veterans enroll in Medicare, even if they already have other government benefits?**

**A:** Yes. The VA encourages Veterans to enroll in Medicare when they become eligible for a few reasons: to give them more care options, to avoid penalty and for more accessible Rx medicine.<sup>3</sup>

**Q: What plans may be a good fit for Veterans from Humana?**

**A:** Humana offers a few options, depending on the individual situation:

<ul style="list-style-type: none"> <li>• <b>Medicare Advantage Plans</b></li> </ul>	<p>Medicare eligible individuals, including veterans, can select from any of Humana’s MA plans, including Humana Honor plans.</p> <p>Humana Honor Plans: 17 different MA plans, available in 28 states, a good fit for Veterans and available to all Medicare beneficiaries</p> <p>Dual-Eligible Special Needs Plans: a good option for dual-eligible individuals where it’s available</p>
<ul style="list-style-type: none"> <li>• <b>Medicare Supplement Plans (where available and when eligible)</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Prescription Drug Plans</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Dental Plans</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Vision Plans</b></li> </ul>	

<sup>1</sup>National Center for Veterans Analysis and Statistics population model.

<sup>2</sup><https://www.va.gov/health-care/family-caregiver-benefits/champva/>

<sup>3</sup><https://www.va.gov/health-care/about-va-health-benefits/va-health-care-and-other-insurance/>



**Q: Which Humana plans might be a good fit for which enrollees? Why?**

**A:** Use this chart to guide you through which Humana option might be best for Veteran clients.

IF THEY HAVE...	THEN RECOMMEND...	BECAUSE...
TFL and/or CHAMPVA	Humana Dental and Vision	Many of these routine services are not covered by their current care.
VA and Original Medicare only	Humana MA, PDP, MedSupp, Dental or Vision	These plans could expand their network, reduce costs and offer additional benefits.
Medicare and Medicaid	Humana DSNP (if available)	It can expand their network, reduce costs and offer extras like fitness, OTC allowances and urgent care.
Medicare and Extra Help	Humana MA or PDP	It could expand their network, reduce costs and offer extra services.

**Q: Why should Veterans consider Humana?**

**A:** Humana is proud of its overall company focus on Veteran support. This includes:

- Leading a hiring initiative for Veterans seeking employment
- Serving as the national MA provider for the VFW and AMVETS
- Dedicating efforts to many Veteran-focused philanthropies and sponsorships

**Q: Why should Veterans consider the Humana Honor Plan?**

**A:** While individuals eligible for Medicare, including Veterans, can enroll in any Medicare Advantage plan in their service area, Humana Honor plans were built specifically to complement VA benefits and provide more coverage that Veterans need. Plans may include\*:

- \$0 premium
- Part B giveback premium reduction (on all plans but one)
- Robust dental coverage
- A broad network including urgent care
- Possible vision and hearing benefits
- SilverSneakers®, Go365, OTC allowance

**Q: Where can I find more training on how to better serve Veterans?**

**A:** On Ignite, of course. On the “Educational Resources” page, you’ll find a hub of helpful content about Veterans. Simply select “Veterans” under “Filter By Topic”.

**Q: How can I be more comfortable talking to Veterans?**

**A:** Check out these resources, also located on the “Education and Resources” page of Ignite:

- Branch Values Guide
- Conversation Guide
- Engagement Guide
- Humana Veterans Commitment Timeline

**Q: Where can I find Veteran-facing sales and marketing materials?**

**A:** Use the search tool in your Marketing Resource Center (MRC) for Veteran-specific materials.

**Q: Who can I reach out to for Veteran support in my area?**

**A:** Your BRM/BRE can help answer any more questions you have about supporting Veterans. Head over to the “Support” page on Ignite to contact your local team.

\*Check the plan’s summary of benefits for specific plan details.

# The Humana Difference

# Humana Pharmacy Solutions

## Humana Pharmacy Member Contact Numbers



### **Humana Pharmacy Enrollment:**

- Phone: 1-855-310-5799 (TTY: 711) Career
- Phone 1-855-318-3756 (TTY: 711) Partner
- Prescriber Fax: 1-800-379-7617

Hours of Operations: Mon through Fri 8AM-11PM, Sat 8AM-6:30PM ET

### **Humana Specialty Pharmacy:**

- Phone: 1-800-486-2668 (TTY: 711)
- Prescriber Fax: 1-877-405-7940

Hours of Operations: Mon through Fri 8AM-8PM, Sat 8AM-6PM ET

### **HCPR (PA, ST, Tier Reductions) for members**

- 1-800-555-2546

### **Ordering OTC Products at Humana Pharmacy (English and Spanish):**

- Phone: 1-855-211-8370 (TTY: 711)
- Fax: 1-800-379-7617

Hours of Operations: Mon through Fri 8AM-11PM, Sat 8AM-6:30PM ET

### **Ordering Diabetic Supplies at Humana Pharmacy (English and Spanish):**

- Phone: 1-877-222-5084 (TTY: 711)



## Why does it matter to you!

### Accuracy & Quality

- Humana Pharmacy® uses a state-of-the-art automated prescription dispensing process with added accuracy and safety to limit unnecessary human handling
- Humana Pharmacy completes a TWO pharmacist check on prescriptions, and they have over 500 pharmacists available to answer your questions over the phone

### Retention

- Members who fill at Humana Pharmacy are more likely to stay with their plan
- Humana Pharmacy is a tool to OBTAIN and RETAIN business

### Adherence

- Members are more likely to take their medicine as prescribed which prevent potential ER visits.
- Our members see better control of blood sugar, blood pressure and cholesterol levels.

### OTC

- OTC items are important to members' health and the mail order benefit strengthens their connection to Humana Pharmacy

### Engagement

- Make Humana Pharmacy part of your 30-60-90 days call topics
- Inform the member of the benefits of utilizing a preferred pharmacy as well as getting their prescriptions by mail order (e.g., Humana Pharmacy, if Humana Pharmacy is a preferred pharmacy as part of their plan).

# Humana Pharmacy Consent Form

## Humana Pharmacy Consent Process via Enrollment Hub

Post Enrollment Application Form – Section 2: Humana Pharmacy (HP) Consent Form [Face to Face ONLY](#)

The Humana Pharmacy (HP) Consent Form gives Humana the authorization to communicate special pharmacy discounts to the applicant. This consent form includes the subsections: Member Information, Acknowledgements, Auth & Sign, Disclaimers, and Agent Use Only. To complete this process:

### Description

- Once you select the **Yes** option in the **Consent Form** list, the **HUMANA PHARMACY FORM** displays in the Left Navigation Drawer.

### Screenshot in Enrollment HUB

### Humana Pharmacy Consent Form

- 1 of 3 consent forms at end of the enrollment process
- Allows Humana Pharmacy to contact the member to discuss possible pharmacy savings
- Members who fill at Humana Pharmacy are likely to stay with their plan\*
- **Must CLICK "Auth & Sign"**

## Humana Pharmacy Consent via Website Enrollment

- Humana Pharmacy Consent question **has been ADDED to the CONFIRMATION PAGE** for electronic enrollments.
- Click box allows the member to opt into outreach by Humana Pharmacy.



**Humana**

Call a licensed Humana sales agent: 1-888-204-4062 | TTY: 711  
8 a.m. to 8 p.m., daily

### We've received your application

Thank you for choosing Humana, Test Test  
Confirmation number: 103897560  
Start day: April 01, 2020

### What happens next

We'll process your application and send you an email or letter letting you know when your enrollment has been approved. Then, we'll send your Humana Member ID card. You should receive it in about 7-10 days.

- ★ Need medical coverage? [View our Medicare Supplement plans.](#)
- ★ With Humana Pharmacy®, you can enjoy possible savings with lower-cost mail delivery  
 I'd like to learn more about Humana Pharmacy

### You've applied for

Confirmation number: 103897560  
Start day: April 01, 2020

Plan name	Coverage included	Total monthly premium
Humana Walmart Value Rx Plan PDP Prescription Drug Plan	✔ Prescription Coverage	\$13.20 per month <a href="#">Your actual premium may be lower</a>
		Total monthly premium <b>\$13.20</b>



# Part D Demo - Senior Savings Program (SSP)

**Goal: Make insulin more affordable to members in the first 3 benefit stages**

<b>Plan Name</b>	<b>Market Name</b>
Humana Gold Plus H1036-137 (HMO)	Charlotte
Humana Gold Plus H1036-233 (HMO)	Raleigh
Humana Gold Plus H1036-291 (HMO)	Greensboro/Winston Salem
Humana Choice PPO H5216-211 (PPO)	Charlotte
Humana Choice PPO H5525-035 (PPO)	Eastern NC
Humana Gold Plus H6622-025 (HMO-POS)	Western North Carolina
Humana Gold Plus H6622-026 (HMO-POS)	Western North Carolina
Humana Gold Plus H6622-057 (HMO)	Charlotte
Humana Gold Plus H6622-060 (HMO)	Triangle Perimeter
Humana Gold Plus H6622-061 (HMO)	Wilmington

## **Cost**

### **MAPD**

30 day supply \$35 retail or HP

90 day supply \$105 retail

90 day supply \$95 HP

### **PDP (Premiere PDP only)**

30 day supply \$30 preferred retail or HP

30 day supply \$35 standard retail

90 day supply \$90 retail

90 day supply \$80 HP

## How to Get Started Pre-Effectively for NEW to Humana Members

Information to be used throughout the year for **NEW to Humana Medicare Prospects**, who have enrolled in a **Humana Plan** where Humana Pharmacy offers preferred cost sharing.

Allows the Medicare beneficiaries to express interest in Humana Pharmacy as soon as their **Humana ID is received in the mail after initial enrollment.**



## OTC Benefit General Information



### How to get a catalog

- Included in Enrollment Book
- Download the catalog at HumanaPharmacy.com (available mid-December 2020)
- Request via card in Health & Wellbeing guide mailed to members in January
- Mailed to member following each order



### How to order

- Online: HumanaPharmacy.com from the “Shop OTC & Supplies” dropdown at the top of the page. (MAPD members only.)
- Mobile App: Order OTC products anytime and anywhere with the Humana Pharmacy Mobile app, directly from a mobile device. (MAPD members only.)
- Mail: Humana Pharmacy; PO Box 1197; Cincinnati, OH 452101-1197
- Fax: 800-379-7617



### OTC Orders

- Verify quarterly/monthly allowance amount on EOC/ANOC
- Orders post-marked/received by the final day of the quarter/month will be counted toward the current quarter’s/month’s benefit allowance unless otherwise noted on the order form.
- Products will be delivered via USPS or UPS at no charge to the member.

## Vaccinations

Part B covers most of the vaccines Medicare patients need. For patients enrolled in Medicare Advantage (MA) plans, in-network prescribers submit claims to the patient's MA plan.<sup>1</sup> Part D covers most vaccines that Part B does not cover.\* However, you may or may not directly bill the Part D plan. If you cannot bill directly, you may need to work with your patients and their plan to obtain payment.<sup>1</sup>

### Medicare Part B Covered Vaccines

- Influenza
- Pneumococcal
- Hepatitis B for members at medium or high risk (2)
- Other vaccines directly related to the treatment of an injury or direct exposure to a disease or condition, such as rabies and tetanus
- Most can be obtained and administered at the physician office or a network pharmacy.

### Medicare Part D Covered Vaccines

- Meningococcal
- Shingles\*\*
- Hepatitis A
- Hepatitis B for members not at medium or high risk
- Tdap
- Other commercially available vaccines not covered under Part B as long as they are reasonable and necessary to prevent illness
- Most can be obtained and administered at a network pharmacy. See member liability scenarios below for more details.

<sup>1</sup> Vaccines-Part-D-Factsheet. <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Vaccines-Part-D-Factsheet-ICN908764.pdf>

<sup>2</sup> <https://www.medicare.gov/coverage/hepatitis-b-shots> \* Copay or coinsurance amount may vary based on Part D benefit stage.

\*\* A separate member copay would apply to each dose of Shingrix administered.

## Diabetic testing supplies

Your Medicare Advantage plan covers a variety of diabetic glucose testing supplies. Humana Pharmacy® is the preferred durable medical equipment (DME) vendor for these products, and offers the meters listed below, and their test strips and lancets, at a \$0\* cost share.



### Roche Accu-Chek Guide Me

- Spill-resistant SmartPack® test strips
- Large, easy-to-read display
- Add a sample anywhere on the end of a test strip



### HP® TRUE METRIX® AIR by Trividia

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



### Roche Accu-Chek Guide

- Bluetooth® technology
- Add a sample anywhere on the end of a test strip
- Results in four seconds

### TO ORDER A METER AND SUPPLIES FROM HUMANA PHARMACY:

Call **1-877-222-5084 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. Your doctor can also send prescriptions for meters and testing strips by fax or e-prescribe.

You can also request a no-cost meter from the manufacturer by calling Roche at **1-800-657-7613 (TTY: 711)**, or Trividia Health **1-866-788-9618 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time.



Did you know your diabetic supplies are covered under your medical benefit, even though you get them from the pharmacy?

\*If your plan has a medical deductible—a dollar amount you pay up to each year before you receive medical coverage—it must be met to be eligible for \$0 cost share for supplies. Not all plans have a deductible. You can also receive the meter and test strips through other durable medical equipment providers or pharmacies, but standard Part B coinsurance will apply.

This applies to Humana-covered Medicare Advantage members only. It does not apply to Humana-covered prescription drug plan (PDP-only) members, because glucose meters and test strips are covered under Part B. Other pharmacies are available in our network.



Only for Humana members

## A FUN WAY TO EARN REWARDS FOR MAKING HEALTHIER CHOICES



Welcome to Go365<sup>®</sup> by Humana, the wellness program that rewards you for completing eligible healthy activities.



### IT'S PART OF YOUR HUMANA MEDICARE PLAN

**There's no extra charge – it's included in your plan.**

Just sign in at [Humana.com](https://www.humana.com) and click on Go365. From there, you'll be able to view your Go365 dashboard, track your activities and manage your connected activity trackers. Or you may request paper materials.



### EARN REWARDS YOU CAN REDEEM FOR GIFT CARDS

**More healthy activities = more gift cards for you.**

Complete healthy activities like walking, getting your Annual Wellness Exam, or volunteering to earn rewards to redeem for gift cards. Once you've earned at least \$10 in rewards, choose your gift cards from the list of options.



### REGISTER ON MyHUMANA

**Now it's time to get going with Go365.**

To track your activities online anytime you wish, register at [humana.com/registration](https://www.humana.com/registration). Once you've signed in, click Go365 from your dashboard - it's that easy. Request paper materials by calling the number on the back of your Humana Member ID card.

### TRACK YOUR EXERCISE PROGRAM THE EASY WAY

To earn \$5 in rewards for exercise, complete at least 8 or more workouts a month. Here are three easy ways to track and earn:

- 1. Attend a participating SilverSneakers<sup>®</sup> Fitness location** to earn rewards automatically. Your reward may take up to 45 days to show up in your Go365 account.
- 2. Connect a compatible activity tracker to Go365**, log at least 500 steps a day, and earn automatic rewards for device workouts.
- 3. Use a paper exercise tracker**, record your exercise, and return it to us each month to earn your reward.

### FIND Go365 COMPATIBLE ACTIVITY TRACKERS

Go365 is compatible with activity trackers from a variety of manufacturers like Fitbit and Garmin. For a full list, sign in to [Humana.com](https://www.humana.com) or call the number on the back of your Humana ID card.



Join the Go365 support community  
[community.medicare.Go365.com](https://community.medicare.Go365.com)

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

# Go365 Mall Catalog

## Gift Cards for Medicare Members

### It's a fun way to earn rewards for making healthier choices.

When you complete healthy activities like walking, getting your Annual Wellness Exam, or volunteering, you'll earn rewards you can redeem for the gift cards in the Go365<sup>®</sup> Mall. You have a lot of choices from popular retailers and gas stations.

Remember, only the member can redeem rewards and order gift cards. Some items in this catalog may have been discontinued, and new items may be available for redemption. For the most current list, visit [Go365.com](http://Go365.com) or call 1-866-677-0999.

Rewards have no cash value and must be earned and redeemed within the same program year. Any rewards not redeemed by December 31<sup>st</sup> will expire.

### It's easy to redeem rewards.

**Step 1:** Once you've earned at least \$10 in rewards, choose your gift card or cards from the list of options in this catalog.

**Step 2:** When you've found the gift card you want, choose one of two easy ways to order:

- **Visit [Go365.com/shop](http://Go365.com/shop)** Ordering online is the quickest way to get your gift card.
- **Call 1-866-677-0999 (TTY: 711) 24 hours a day, 7 days a week**  
Use our Interactive Voice Response system to order your gift card and to get your current rewards balance.

**Step 3:** Keep this catalog to order more gift cards in the future, as you earn more rewards.



**Amazon.com**  
\$10 Gift Card  
\$25 Gift Card  
\$50 Gift Card



**T.J. Maxx/Marshalls/  
HomeGoods<sup>®</sup>**  
\$10 Gift Card  
\$25 Gift Card  
\$50 Gift Card



**Kohl's<sup>®</sup>**  
\$10 Gift Card  
\$25 Gift Card  
\$50 Gift Card



**Shell**  
\$10 Gift Card  
\$25 Gift Card  
\$50 Gift Card



**Target<sup>®</sup>**  
\$10 Gift Card  
\$25 Gift Card  
\$50 Gift Card



**Walmart<sup>®</sup>**  
\$10 Gift Card  
\$25 Gift Card  
\$50 Gift Card  
\$75 Gift Card  
\$100 Gift Card



**Start shopping now because your rewards will expire December 31.**









## Live Life Well with Humana and SilverSneakers

The SilverSneakers® fitness program can help you build strength, confidence and a connection with your community. Plus, it's available at no additional cost through most Humana Medicare Advantage plans.\*

### With SilverSneakers, you'll have:

-  the ability to connect with your community in a whole new way
-  specialized classes<sup>1</sup> that meet your fitness level
-  treadmills, pools and weights at thousands of locations<sup>2</sup> so you never miss a workout
-  helpful resources like online classes and mobile workout programs

**Step 1.** Contact a licensed Humana Sales Agent.

**Step 2.** Sign up for the Humana plan that's right for you.

**Step 3.** Visit [Go.SilverSneakers.com/GetFit](https://www.humana.com/silver-sneakers) to find out your workout style, and jump-start your SilverSneakers journey.

**Humana.**

  
**SilverSneakers**



## Delight in the Details

Why miss out on life's most precious moments because of hearing loss? Many wait too long to seek help, but you don't have to. That's why some Humana Medicare Advantage plans include a hearing aid benefit, available through TruHearing®.

## Your plan benefit helps make it easy



### Professional Service

TruHearing guides you from first call to aftercare and beyond.

TruHearing's Hearing Consultants schedule an exam, hearing aid fitting, and follow-up with a TruHearing provider near you.

TruHearing works with your Humana health plan to help you understand your hearing benefit.



### Hearing Aids That Enhance Life<sup>1</sup>

Stream your favorite music and shows with Bluetooth.®

Get health insights to help you set goals that may help improve your health.

Communicate directly with your hearing provider in TruHearing's app.



### State-of-the-Art<sup>2</sup>

Own Voice Processing (OVP®) technology removes the sound of your speech from all other amplified sound to make your voice sound more natural.

Multi-track processing technology filters noise and helps you focus on voices.

*To use your benefit, you must call TruHearing to schedule an appointment.*



Call TruHearing to learn more and schedule a hearing care appointment near you

**1-844-255-7146**

TTY: 711

#### Hours:

7am-7pm Mountain Time,  
Monday-Friday

## Benefit for some DSNPs\*

### Your 2022 Hearing Coverage

Your plan benefit covers one routine hearing exam and one hearing aid per ear, every 3 years. See your Summary of Benefits for details. To use your benefit, you must call TruHearing at 1-844-255-7146 to schedule an appointment.

#### TruHearing Advanced

32 Channels | 6 Programs

Retail: ~~\$2,720~~/aid

Routine Exam  
In-Network<sup>3</sup>

<b>\$0</b> copay/aid	<b>\$0</b> exam copay
-------------------------	--------------------------



 Schedule an appointment  
**1-844-255-7146** | TTY: 711  
Hours: 7am-7pm Mountain Time, Monday-Friday

 Check your hearing  
[TruHearing.com/Humana](https://TruHearing.com/Humana)

#### Your benefit also includes:



- + Risk-free 60-day trial period
- + 1 year of follow-up visits
- + 80 free batteries per non-rechargeable hearing aid
- + Full 3-year manufacturer warranty

## Benefit for some MAPD plans\*

### Your 2022 Hearing Coverage

Your plan benefit covers up to two Advanced or Premium hearing aids. See your Summary of Benefits for actual copayments and other details. To use your benefit, you must call TruHearing to schedule an appointment.



#### TruHearing Advanced

32 Channels | 6 Programs

Retail: ~~\$2,720~~/aid

#### TruHearing Premium\*

48 Channels | 6 Programs

Retail: ~~\$3,250~~/aid

Routine Exam  
In-Network<sup>3</sup>

<b>up to \$699</b> copay/aid	<b>up to \$999</b> copay/aid	<b>\$0</b> exam copay
---------------------------------	---------------------------------	--------------------------

\*Rechargeable battery option is available on select styles for an additional \$50 per hearing aid.

 Schedule an appointment  
**1-844-255-7146** | TTY: 711  
Hours: 7am-7pm Mountain Time, Monday-Friday

 Check your hearing  
[TruHearing.com/Humana](https://TruHearing.com/Humana)

#### Your benefit also includes:



- + Risk-free 60-day trial period
- + 1 year of follow-up visits
- + 80 free batteries per non-rechargeable hearing aid
- + Full 3-year manufacturer warranty



## Don't just find a doctor, find the right doctor for you

Humana rates physicians on quality of care and cost-efficiency

### Speed, confidence—Physician Finder eases the search



It's personal, it's professional and it's among everyone's most essential bonds: the doctor-patient relationship. This choice matters. It's important to make a good decision.



Help is available. Humana's "Find a Doctor" link at [Humana.com](https://www.humana.com) leads to the Physician Finder—a database of primary care physicians and specialists.

### Far better than a mere listing

Names, addresses and phone numbers on a page are convenient. But Humana takes it farther, with a rating system that helps you make an informed selection.

The system is easy to understand. It's built on just two graphic icons: a heart and a badge.

Clinical quality	Description
	Highest rating
	Lowest rating

Cost-efficiency	Description
	Highest rating
	Lowest rating

A doctor can earn as many as four hearts for quality of care and up to four badges for cost-efficiency. **The more icons, the better the rating.**

**Clinical quality** is based on the effectiveness of treatment that members received. **Cost-efficiency** is the cost of treatment that members received compared to treatment provided by similar physicians.

For more information, please visit [Humana.com/carehighlight](https://www.humana.com/carehighlight).



Feel good about your choice

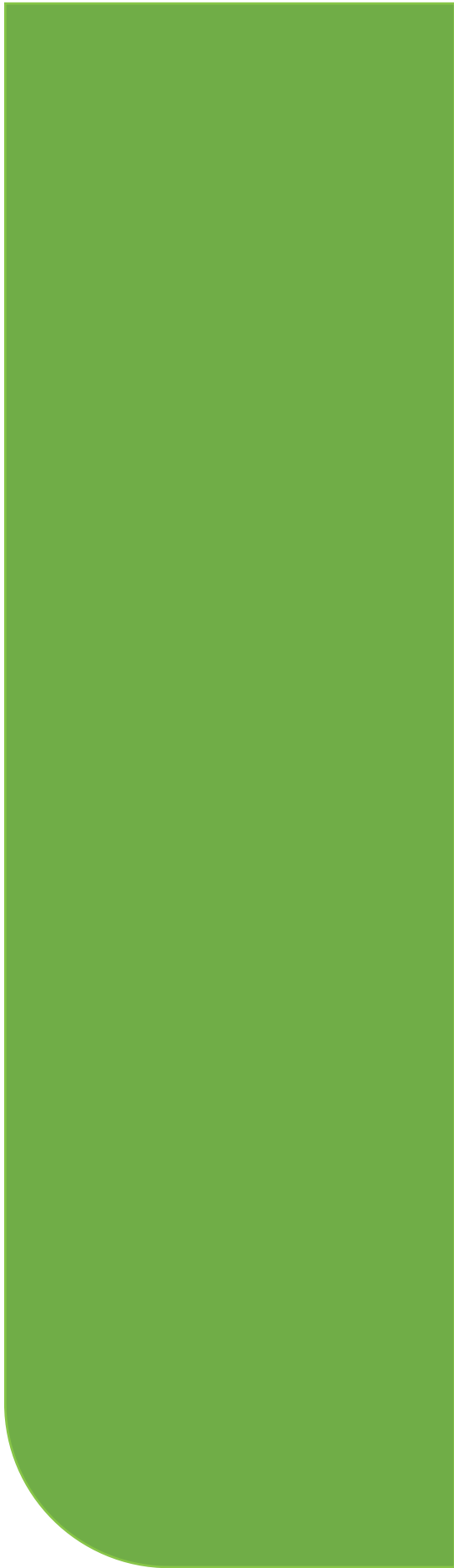
Start by visiting [Humana.com/FindaDoctor](https://www.humana.com/FindaDoctor)

**Humana.**

Y0040\_GHHKPTTEN\_C



# Job Aids



## Agent of Record Protection Pledge

Under the Agent of Record Protection Pledge, your AOR status— and corresponding renewal commissions—will be retained when existing Humana members make like-to-like plan changes via **www.CMS.gov**, **HumanaMedicare.com** or with help from a Humana telesales agent.

### AOR Protection Pledge applies in the following situations:

- To all members currently in your book of business enrolled in MA, MAPD or PDP, or that you enroll in these plans going forward.
- When an existing member makes a like-to-like plan change from any Humana MA, MAPD or PDP plan to another MA, MAPD or PDP Humana plan (e.g., MA plan to a different MA plan).
- Also applies to like-to-like CarePlus plan changes (moving from one CarePlus MA plan to another CarePlus MA plan.)

### AOR Protection Pledge DOES NOT apply in the following situations:

- To Medicare Supplement insurance plans or individual dental or vision plan changes.
- When an existing member makes a plan change from one plan category to a dissimilar category (e.g., a PDP plan to an MA plan).
- When another field agent facilitates a plan change.

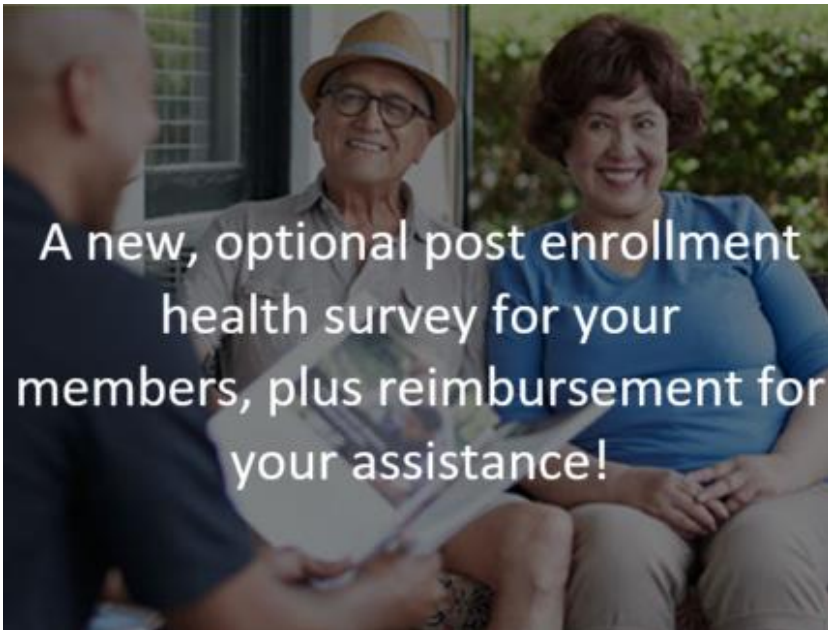
## Questions?

If you need additional information, clarification or support, please contact the Humana Agent Support Unit at

[agentsupport@humana.com](mailto:agentsupport@humana.com).

## Member Care Assessment

Help Humana assess whole Human Health



### What's involved?

1. After completing MA application
2. Gain member agreement to complete the survey
3. Access Revel Portal to complete a Member Care Assessment

### What are the benefits?

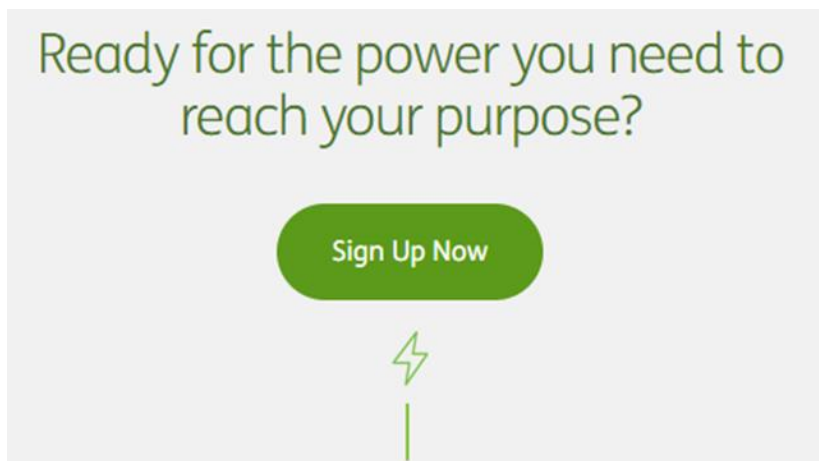
- **Human Care:** The assessment will allow agents and Humana to understand and help address members' immediate needs and whole person health, including food insecurity, access to pharmacies, loneliness and functional health status.
- **Ease of Use:** This short survey, that is optional for members, will likely take less than 10 minutes to complete. While it is designed to be completed immediately following enrollment, you'll have up to 5 business days of application signature date to work with the member to complete the assessment, if the member wishes to complete it.
- **Agent Payment:** With every survey completed on a member that is confirmed by CMS, you will be eligible to earn a one-time \$50 payment for your assistance, as long as all requirements are met.\*\*

**Complete the mandatory training today!**

Agents must complete a short training module on Humana MarketPoint University before they can begin administering the Member Care Assessment

## Humana Reach Rewards

**Join In Today:** [www.HumanaReachRewards.com](http://www.HumanaReachRewards.com)



### Complete Activities: **Earn Points**

1. Medicare Sales (MA, MSUP, PDP)
2. Ancillary Sales (Dental, Vision, OSB)
3. Attend live and virtual training
4. Electronic enrollments
5. Humana survey completions
6. MRC order placement
7. MRC material download

### Reach Your Purpose: **Get Rewarded!**

- \$ MRC Credits
- Exclusive Professional Development Courses Through Kaplan
- Continuing Education Course Credits through Kaplan
- Premium Agent Customer Services Support
- AHIP Reimbursement
- 1:1 Professional Coaching Sessions through Kaplan
- Google My Business Page Setup and Support
- Exclusive Event Invitation
- Recognition Plaque

# Humana Vantage: Your Agent Portal

The screenshot displays the Humana Vantage Agent Portal dashboard, organized into several main sections:

- Licensing, Certification & Contracts:**
  - Licenses (21) - 15 licenses expiring
  - Certifications (5)
  - Get Certified/Recertify (button)
- Education:**
  - Humana MarketPoint University
  - MarketPoint Library
- Sales & Marketing:**
  - Resources:
    - Marketing Resource Center
    - Ignite
    - Humana 2.GO
    - 2022 First Look
    - Reach Rewards
  - Medicare:
    - 2021 Sales Presentation Videos
    - Medicare Document Library
  - Medicare Supplement:
    - Med Supp OOC's & App Packets
- Notifications:**
  - Notification Reports:
    - Dual Eligibility Opportunity
    - View all Notifications
- Service Inquiries:**
  - Action(s) required: 0
  - Open inquiries: 0
  - Create an inquiry
  - View all inquiries
- Quote & Enroll:**
  - Medicare:
    - Enter Fastapp
    - Enter Enrollment Hub
    - Download Enrollment Hub
    - Digital Marketing Materials
    - Application Status
    - Scope of Appointment
    - Upload Paper Applications
    - Eligibility Verification
    - Individual Customer Number Grid
    - Member Care Assessment
    - Blank Verification of Chronic Condition (VCC) Form
    - Instructions on filling out a Blank VCC Form
  - Dental, Vision:
    - Generate New Quote
    - Track Applications
- Drug Cost Lookup:**
  - Rx Calculator
  - Medicare Drug List Search
- My Humana Business:**
  - New Applications:
    - View All New Applications
  - Humana Reports:
    - In Progress: 0
    - Pended Applications: 0
    - Active Policies: 0
    - Recently Inactive Policies: 0
    - View All Customers
  - My Saved Reports:
    - View More Reports
  - Consumer Insights:
    - View all Consumer Insights
  - Medicare:
    - Enrollment Reporting
  - Dental, Vision:
    - AWB - Issued Business
- Compliance:**
  - Privacy Policies & Documents:
    - Agency Privacy & Security Template Policy
    - Privacy & Security Policy Guidance
    - HIPAA & HITECH FAQ

# My Humana Business Center

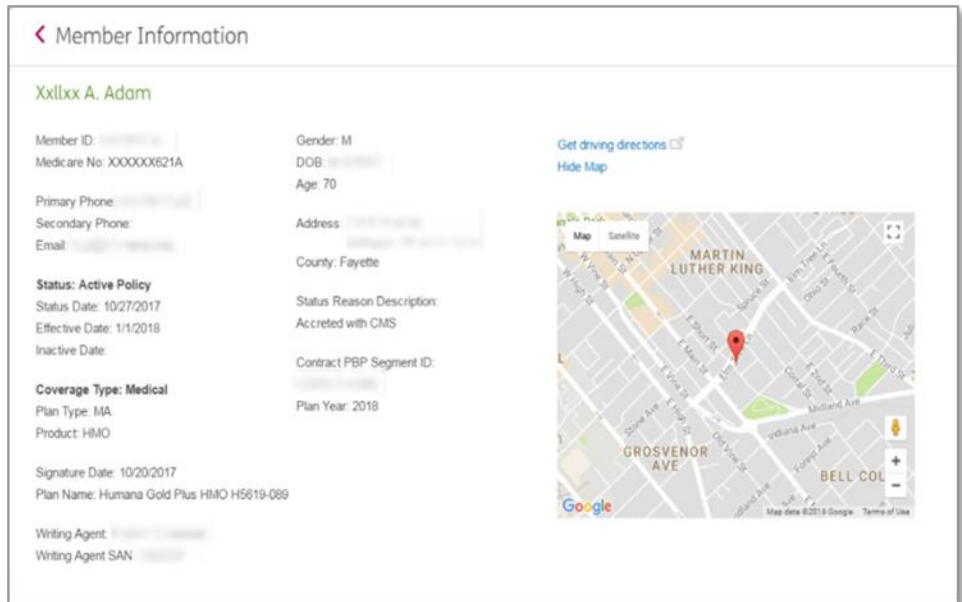


With the My Humana Business Center, you no longer need to call.

Access the My Humana Business Center through Vantage, and with a couple of clicks, see everyone you've enrolled and where each person stands in the enrollment process. It doesn't matter if you do this at 3:00 a.m. or 3:00 p.m. It's accessible 24/7.

Robust filtering capabilities let you find exactly what you are looking for:

- + Application status
- + Birth month
- + Effective date
- + Coverage type
- + Plan type
- + Product





# Service Inquiries

< My Humana Business

DISCLAIMER: Information provided by Humana through Vantage does not constitute an offer of insurance. For more information provided through Vantage.

**Filter Results** [Hide panel](#) Active Policies

Search Results

Applied Filters: Coverage Type-All x Plan Type-All x Sal

Name	Type
AALID, DENNIS L	Policy
ADAMS, ARDITH E	Policy
ADEJOKUN, ADEOLU D	Policy
AH NIN, MARIE M	Policy
AHMED, NAEEMA	Policy
ALBERTELLI, GUY J	Policy
ALBRIGHT, BRUCE A	Policy

Menu **Humana Vantage**

< Consumer Profile

**Ardith E. Adams** (Age: 71)

> Consumer Information [Create new inquiry](#) [Order ID Card](#)

> Applications & Policies

> **Service Inquiries**

Case ID	Inquiry
1000208764265	PCP Change
1000208763859	Enrollment L
1000208260337	Demographic

Menu **Humana Vantage**

## < Create an Inquiry

Please select inquiry type:

- Application Error (Medicare Advantage ASEC)**  
*Medicare Advantage Agent Statement for Enrollment Correction*
- Application Error (Medicare Supplement ASEC)**  
*Medicare Supplement Agent Statement for Enrollment Correction*
- Claims**  
*Claims status, claims filing, pending and processed claims questions*
- Demographics**  
*Update or confirm demographic changes*
- Benefits**  
*Verification, cost of service, coordination, benefit accumulators and benefit rewards*
- PCP Change**  
*Request new PCP/PCD changes*
- Billing**  
*Payment status inquiries and payment arrangements*
- Fulfillment**  
*Order ID card and ANOC*
- General Inquiry/Other**  
*All other inquiries*

Member First Name \*

Member Last Name \*

Member Date of Birth \*

Humana ID

Medicare Number

Member Zip Code \*

Member State \*

## Enrollment Hub (via Vantage)

### Your need-to-know updates:

- IDV products available to complete via the telephonic signature process or digital signature
- Telephonic signature available for Medicare products
- Digital and electronic scope of appointment
- Pre-filled CMS consumer data to reduce time spent duplicating data
- Access to Blue Button 2.0 via Rx Calculator

### Application Signature Options via Enrollment Hub:

- Digital (face to face)
- Electronic (Email)
- Telephonic (well telephonic)

### Select signature type

Choose the preferred signature method for this enrollment

- Electronic Signature ⓘ       Digital Signature ⓘ       Telephonic Signature ⓘ

### Scope of Appointment Signature Options via Enrollment Hub:

- Electronic (Email)
- Digital (face to face)

### Select signature type

Choose the preferred signature method for this enrollment

- Electronic Signature ⓘ       Digital Signature ⓘ

# How to Use Humana's IVR

## Scope of Appointment Line

### External & Direct Independent Agents

- Agent and beneficiary must call the SOA IVR line **together**.
- The IVR will prompt the agent and beneficiary through the call.

### External & Direct Independent Agents

#### Scope of Appointment IVR phone number

[866-945-4471](tel:866-945-4471)

- 1 Press 1 for English or listen to Spanish instructions.
- 2 **Enter your 7-digit SAN.** Make sure it is correct when read back or you will not be able to access the SOA at a later date.
- 3 Select from options to disclose **when** the appointment is taking place.
- 4 Listen to product selections carefully and select **the product(s) agreed upon** between you and beneficiary.
- 5 Agent or the beneficiary must **enter their 10-digit phone number.** This phone number **MUST** be the same one the beneficiary uses when they enroll in the plan.
- 6 Agent or the beneficiary must **enter the last 4 digits of the beneficiary's SSN.** This is an important step as it helps when matching the SOA data to the prospect data and enables Humana to take multiple SOAs from the same phone number.
- 7 Select from options to explain how **initial contact** with the beneficiary was made.
- 8 The beneficiary must confirm the appointment. The **beneficiary** must state their **name, appointment time, appointment date, and products** to be discussed in the appointment.
- 9 **Capture the SOA telephonic signature.** In order to make this a valid scope of appointment, the beneficiary must verbally agree to the meeting to discuss the products they are interested in.
- 10 Make sure **the beneficiary listens to and agrees to the disclaimer.**
- 11 Listen for and **write down your 8-digit confirmation number.**

## Paper Applications

If email is unavailable, the agent may also mail the paper materials. Materials include:

- The Enrollment Book, which includes:
  - Summary of Benefits
  - Non-discrimination notice and multi-language insert
  - Star Ratings Sheet
- Printed copy of Humana Sales Presentation

Transmit the paper application to Humana via

- Enrollment Doc Transmitter from iPhone or Android device  
or
- Upload Paper Application via Vantage

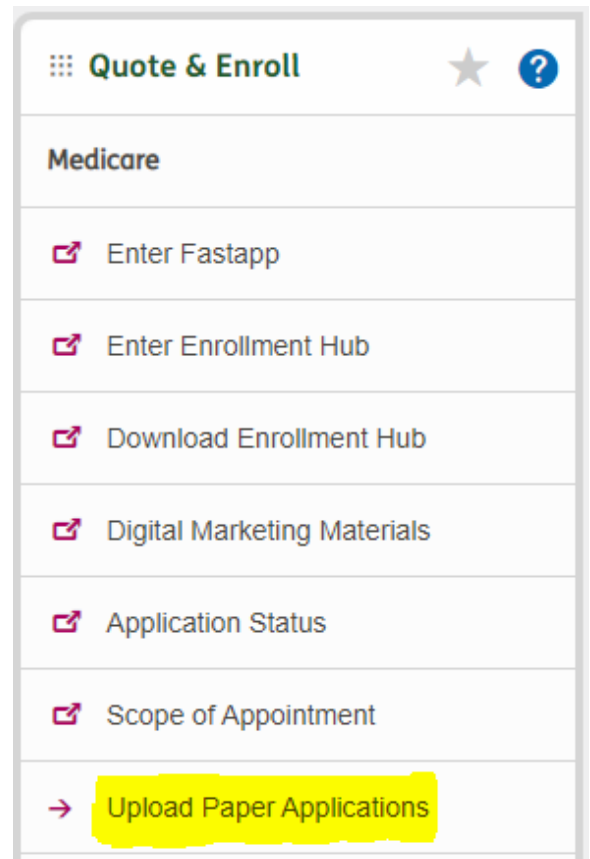


### Enrollment Doc Transmitter

Humana Inc.

★★★★★ 5.0 + 7 Ratings

Free



# Digital Marketing Materials (via Vantage)

## News!

- Pre-appointment experience—send sales materials in advance
- Legitimize yourself with Humana-branded email and materials

## DMM improvements

- Subject line more consumer friendly
- Choose the pre-appointment email
- New versions for DMM
  - Now available in English and Spanish
  - Veterans
  - DSNP
  - CSNP
  - Care Plus
- Integrated into Enrollment Hub for seamless Agent access
- Improved Agent dashboard and prospect experience

**Reminder:** Send digital marketing materials before the appointment as a way to deliver required sales materials or after a compliant sales appointment as a way for the consumer to self-enroll in the plan you've presented.

**Bob, your needs are unique, so you need a unique set of plan options. Based on what we discussed, I think these plans may be a good fit for you.**

<b>HumanaChoice PPO R1390-002</b>		<b>HumanaChoice PPO H5525-035</b>		<b>HumanaChoice PPO H5216-211</b>	
Monthly premium:	\$82.00	Monthly premium:	\$0.00	Monthly premium:	\$50.00
Copay <small>(physician or primary care provider office visit)</small>	\$15.00	Copay <small>(physician or primary care provider office visit)</small>	\$20.00	Copay <small>(physician or primary care provider office visit)</small>	\$15.00
Max out-of-pocket	\$6700.00	Max out-of-pocket	\$6700.00	Max out-of-pocket	\$6700.00
Drug benefits	Prescription Drug Coverage included	Drug benefits	Prescription Drug Coverage included	Drug benefits	Prescription Drug Coverage included
<b>Enroll Now</b>		<b>Enroll Now</b>		<b>Enroll Now</b>	
Contract: R1390 PBP: 002 Segment #: 000		Contract: H5525 PBP: 035 Segment #: 000		Contract: H5216 PBP: 211 Segment #: 000	
<b>More Resources</b> <a href="#">Drug Guide</a> <a href="#">Summary of Benefits</a> <a href="#">Provider Directory</a> <a href="#">Plan Rating Document</a> <a href="#">Sales Presentation (Video)</a>		<b>More Resources</b> <a href="#">Drug Guide</a> <a href="#">Summary of Benefits</a> <a href="#">Provider Directory</a> <a href="#">Plan Rating Document</a> <a href="#">Sales Presentation (Video)</a>		<b>More Resources</b> <a href="#">Drug Guide</a> <a href="#">Summary of Benefits</a> <a href="#">Provider Directory</a> <a href="#">Plan Rating Document</a> <a href="#">Sales Presentation (Video)</a>	

## Marketing Resource Center (via Vantage)

### Localization campaigns

- Roughly 20 localized campaigns, including DSNP, Premium plus, Part B Giveback and many more campaigns
- Live before AEP!

### Benefit-specific campaigns

### Generic campaigns

### Social media assets

- Generic
- Humana-branded
- Promote virtual events
- Lifestyle content
- Look for our new educational resources on Ignite
- Training courses and job aids at MarketPoint University

Where do you want to go today?



Search by Product  
[Click Here →](#)



Search by Time of Year  
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Search Event and Seminar Materials  
[Click Here →](#)



Search by Document Type  
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Search by Consumer Segment  
[Click Here →](#)



Search by Delivery Method  
[Click Here →](#)



See Agent Promotional Materials  
[Click Here →](#)



Social Media  
[Click Here →](#)

Best Sellers for Agents like You



## Social Media (via MRC)

Sales agents are now able to post Humana-approved content to their Facebook Business Pages through the Marketing Resource Center. Utilizing social media can be a useful and effective way to engage with your community. It is also a platform that can be used to showcase your personality and increase your visibility as a trusted Humana agent.



### How to Get Started:

1. Complete the **Social Media, Facebook** Training on MarketPoint University.
2. Create a Facebook Business Page
3. Follow the compliance guidelines and start posting Humana-approved content among other ideas listed below.

**Showcase Yourself:** In addition to Humana-approved content, here are a few ideas of posts that you may consider making:

#### EDUCATIONAL POSTS

- Health news and insurance industry trends
- Articles and resources that build your authority as a Medicare professional and provide value to your audience
- Links to helpful reading materials from credible sources, including Humana.com and Humana's YouTube Channel

#### UPLIFTING AND MOTIVATIONAL POSTS

- Inspirational quotes and stories
- Not intended to push a product or sale

#### GET TO KNOW ME POSTS

- Photos of yourself out and about, doing good things and caring for your health
- Photos and stories of positive things happening in your local community



# Coronavirus Information

Are you feeling overwhelmed by the flood of information from the news, friends, government sources, and elsewhere about Covid-19? While much of it is helpful, many of us would like to channel the flood into more controllable streams of information we can rely on.

Go to [www.humana.com/Coronavirus](http://www.humana.com/Coronavirus) for quick access to information you can share with members. And **save this site as a bookmark/favorite** for a quick reference.

**Important!** Clicking the link from this document will **ONLY WORK** after this document is downloaded to your computer.

- Community Resources – view the *We're here to help*
- Risk Assessment – find a questionnaire on risk factors
- Expanded Coverage and Benefits – view the expanded Coverage and Benefits complete with all of the latest updates
- Frequently Asked Questions (FAQs) – view FAQs with information on waiving Medicare Advantage out-of-pocket costs for in-network primary care, outpatient behavioral health, and telehealth visits
- Additional Resources – find additional helpful resources including a healthy habits infographic to share with members (*pictured below*)

**For talking points with your members, consult your manager, BRM or BRE.**

**THE CORONAVIRUS: What you can do**  
REMEMBER TO KEEP: AWARE OF SYMPTOMS • CLEAN HANDS • HEALTHY DISTANCES

**KEEP AWARE**  
The new coronavirus disease 2019 (COVID-19) is a mild to severe respiratory illness with symptoms, such as:

- Coughing or sneezing
- Fever
- Difficulty breathing

The main way COVID-19 spreads is from close person-to-person contact. This happens from:

- Within a 6-ft. distance
- Respiratory droplets
- Contaminated surfaces

If you are experiencing symptoms and feel ill, be sure to see your primary care doctor.

1 Centers for Disease Control and Prevention, Coronavirus Disease 2019 (COVID-19), March 2, 2020, accessed March 4, 2020. <<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>>

**KEEP CLEAN HANDS**  
Wash your hands often. The best way to do so is:

1. Wet with clean running water and apply soap
2. Lather on backs of hands, between fingers and under nails
3. Rub hands for 20 sec (length of "happy birthday" 2x)
4. Rinse hands well under clean, running water
5. Dry hands using a clean towel, or by air drying them.

**USE HAND SANITIZER WHEN THERE IS NO SOAP AND WATER**  
Remember that sanitizers do not get rid of all types of germs, especially with things like dirt or grease particles.

**KEEP HEALTHY DISTANCES**

- Avoid touching your eyes, nose and mouth
- Cover your mouth and nose when you cough or sneeze
- Place used tissues in a waste basket
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hand
- Clean and disinfect using cleaning sprays or wipes
- Wear a facemask if you are showing symptoms or caring for someone who is sick
- Avoid shaking hands and close personal contact with others
- Stay home when you are sick



# Sales Resources – Plan Year 2022

## For Field and Telesales Agents

### IMPORTANT!

This file contains valuable resources. Although reviewing is optional, **you must download the file to use the links**. **TIP!** Save it to your Desktop. Also, right-click links to open in a new tab or window. For help on links, review PDF info on the last page.

## COMPLIANCE AND SOCIAL MEDIA

[Compliance and Ethics](#). A web page with info on ethic violations, top complaints, regulatory guidance, HIPAA, fraud waste and abuse, corrective action, and compliant sales process. TRN-REF-1328a

[Social Media Policy](#). A 2-page policy and procedure with social media info. CPL-077

[Social Media Standards](#). 6-page compliance standards for agents who completed requirements to use permitted social media channels. CPL-077a

[Social Media, Facebook – Required Training to Participate](#). A *course* to be completed before an agent can post Humana-approved content to a business Facebook page; includes the following.

- Social Media, Facebook – Getting Started
- Policy on Social Media
- Social Media, Facebook – Working with MRC

## PERMISSION TO CONTACT

[Obtaining Permission To Contact](#). 3-page standards that agents must follow when marketing to Medicare beneficiaries. CPL-018a

## PRESENTATION

[Telephonic and Virtual Presentations by Field Sales Agents](#). A 4-page compliance standard that agents must follow when discussing plan options telephonically or virtually. CPL-026

## ENROLLMENT

[Agents Communicating the Late Enrollment Penalty](#). 3-page standards which addresses requirements for late enrollment penalty. CPL-004

[DESNP Verification Tool](#) (from Vantage). A 4-page job aid to check DE status in Vantage using DESNP Verification Tool – showing if prospect is dual eligible, eligibility status, Medicaid ID, and dual eligibility level. TRN-REF-1274a

[Find a Doctor Toolkit](#) (aka Physician Finder Plus). A web page with info on searching for providers, answering Care Highlight questions, comparing physicians, and finding IPAs. TRN-REF-880a and provided in [Spanish](#)

[Medicare Plan Enrollment Options](#). A 15-page job aid with info when determining election codes. DMS-024

[Pharmacy Calculator Toolkit](#) (aka Drug Look-up). A web page with info to build a drug list and compare plans. TRN-REF-156f

[SEP – MDE, MCD, NLS. Verify Eligibility Before Enrollment](#). A 3-page job aid with info to confirm LIS or Medicaid; also includes additional guidance and scenarios. TRN-REF-1304a

## MEMBER CARE ASSESSMENT

[Member Care Assessment – Revel Portal](#). A *course* to be completed before an agent can conduct surveys.

[Member Care Assessment](#). A 3-minute video about completing a Member Care Assessment survey.

[Member Care Assessment MarketPoint Minute](#). A 2-minute video overview. TRN-REF-1293g

[Bold Goal Whole Health Toolkit for Medicare Agents – October 2020](#). A 15+ page playbook to help talk about social determinants of health – like food insecurity, loneliness, transportation and housing.

[Humana’s Social Determinants of Health](#). Humana’s client-facing website with info on social determinants of health; also includes stories of how this program has benefited communities.



# Sales Resources – Plan Year 2022

## For Field and Telesales Agents

### IMPORTANT!

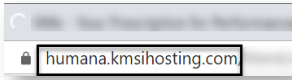
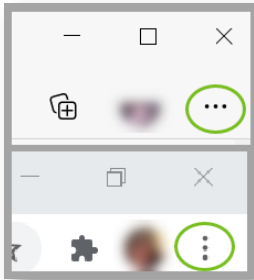
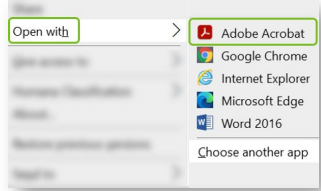
This file contains valuable resources. Although reviewing is optional, **you must download the file to use the links.** **TIP!** Save it to your Desktop. Also, right-click links to open in a new tab or window. For help on links, review PDF info on the last page.

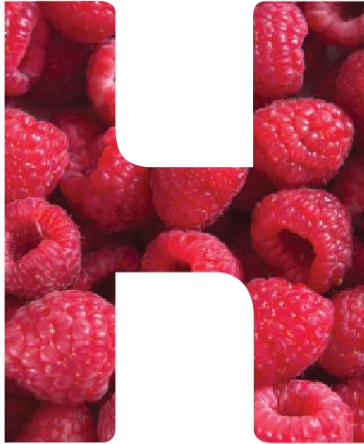
### Sales Resources - Using Links in the PDF

For the links to work effectively in the PDF, you must:

- Open the file in HMU
- Download the file to your computer; that is, do NOT click the links while the file is on HMU
- Open file using Adobe Acrobat; that is, do NOT use Chrome or Edge to open this Sales Resources file AND
- Be signed into HMU

If you are experiencing issues with using the links, refer to the following information:

Check your computer for...	Resolve the issue...
<p>A. In the top of this window, do you see humana.kmsihosting.com?</p> 	<p>If you see humana.kmsihosting.com, then you have not downloaded the file.</p> <p>Resolve the issue by finding the <b>Download</b> icon in HMU and follow the prompts to save the file onto your local computer's C: drive.</p> <p>For easy access, consider saving this file to your Desktop.</p>
<p>B. Did you experience a login screen or an access issue?</p>	<p>If so, then you have NOT logged into HMU. Since the linked files are stored in HMU, you will need to log into HMU to gain access.</p> <p>Resolve the issue by signing in using your agent username with password and follow the prompts to get into <a href="#">HMU</a>.</p>
<p>C. If you see 3 dots in the top right corner, click it to see if you are in Microsoft Edge OR Google Chrome.</p> 	<p>If so, then you are NOT using Adobe to view the file. The links work effectively if when using Adobe.</p> <p>Resolve the issue by finding the file on your local computer – which might be on your Desktop.</p>  <p>Right-click the <b>Sales Resources</b> file, click <b>Open With, Adobe Acrobat Reader</b>.</p> <p><b>To change the default application to ALL PDFs:</b></p> <p>If you'd like to change the default application to ALWAYS open PDFs in Adobe, right-click the file, click <b>Open with, Choose another app</b>. Check <b>Always use this app to open .pdf files</b>. Then click <b>Adobe Acrobat, OK</b>.</p> <p><b>Important!</b> If you change the default application to always open PDFs in Adobe, other files you use might be impacted. Save these instructions if you need to change back the default application.</p>



## Reach Rewards

[www.HumanaReachRewards.com](http://www.HumanaReachRewards.com)

## Ignite with Humana

[www.Ignitewithhumana.com](http://www.Ignitewithhumana.com)

Agent training and educational resources



## First Look

<https://firstlook.humana.com/FirstLook/>

## Find a Doctor

[www.humana.com/medicare/find-a-doctor](http://www.humana.com/medicare/find-a-doctor)

Medical, dental, vision providers & pharmacies



## Materials Ordering

<https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>

## Healthy Food Card Toolkit

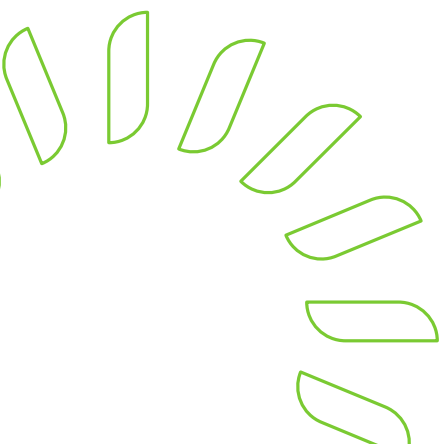
<https://ignitewithhumana.com/ed/playbooks/dsn/p/healthy-foods-card/>

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