

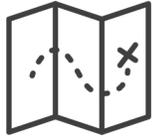
2022

Value-Added Items and Services

Your Guide to Special Discounts and Services

Humana Medicare Employer Prescription Drug Plan (PDP)

Humana[®]



Your guide to special discounts and services

To save you money, your Humana Medicare plan includes valuable discounts on items you may need or want.

Let these pages guide you. To redeem these discounts, you may need to show your Humana member ID card or the discount card from this booklet.

For information or if you have questions, please call us at the number on the back of your Humana ID card. If you use a TTY, call **711**. You can call us seven days a week between 8 a.m. - 9 p.m., Eastern Time.

- The products and services described are neither offered nor guaranteed under our contract with Medicare. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Humana grievance process. If you do not wish to receive information concerning discounts on items and services available with the plan, please contact Humana.
- Humana is not responsible for the performance or non-performance of any vendor or any product warranties. Humana is not responsible for payment of nor rebilling for these transactions. The sale transaction is solely between you and the vendor.

Please call the number on the back of your Humana ID card. TTY users, please call **711**.



Dental discounts and services

HumanaDental[®]	<p>To find a participating HumanaDental provider, visit Humana.com or call 1-800-669-6614 (TTY: 711). To receive the discount, show your Humana member ID card and your dental discount card. Discounts and services are not available in Puerto Rico or Florida.</p>
<p>Up to 20% OFF exams, cleanings, crowns, specialist care and more</p>	

<p>Humana[®]</p> <p>Member Name(s) _____</p> <p>Member ID _____</p> <p style="text-align: right; font-size: small;">GHHH9W1HH 0517</p>	<p>Dental Access Discount Card</p> <p>For more information and to find a participating provider visit Humana.com or call 1-800-669-6614 (TTY: 711). This discount program is not part of your Medicare Advantage plan coverage. Discounts are only available at participating providers. In addition to the Humana Dental network, the following networks are available: MN Premier in Minnesota and Diversified in Nevada.</p>
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Health and wellness discounts

Alternative Medicine and Weight Management	<p>Services must be received from participating Tivity Health's WholeHealth Living[™] providers. To find a participating provider, visit Humana.wholehealthmd.com, or call 1-866-430-8647 (TTY: 711), Monday – Friday, 8:30 a.m. – 8 p.m. Eastern time. Not available in Puerto Rico.</p>
<p>EXCLUSIVE SAVINGS on acupuncture, chiropractic, massage, weight management and more</p>	



Hearing discounts and services

TruHearing	<p>Member must schedule an appointment with a TruHearing provider by calling 1-855-299-3591 (TTY: 711) Monday – Friday, 7 a.m. – 7 p.m. Mountain time. Visit www.truhearing.com to get more information. Discounts are not available in Florida and Puerto Rico.</p>
<p>EXCLUSIVE SAVINGS on hearing aids, plus additional product discounts exclusively for Humana members</p>	



Medical equipment

<p>Philips Lifeline</p>	<p>Visit www.offer.lifelinesys.com/Humana for more information. To order, call 1-800-533-8954 EXT. 54076 (TTY: 711). Monday – Friday 8 a.m. – 8 p.m., and Saturday and Sunday, 9 a.m. – 6 p.m. Eastern time.</p>
<p>EXCLUSIVE SAVINGS on Philips Lifeline medical alert systems and medication dispensers</p>	<p>Please mention "MA858."</p>



Medication discounts

<p>Drug Discount Program</p>	<p>Show your Humana member ID card at participating pharmacies when you buy non-covered prescription medicines to receive any available discounts. Depending on the medicine purchased, quantity limits may apply.</p>
<p>Save on prescription medications not covered by Medicare</p>	



Nutrition and meals

<p>Meal Delivery Discount</p>	<p>Receive FREE SHIPPING with purchase on meal order, delivered direct to your home! Choose from over 50 menu options.</p>
<p>EXCLUSIVE SAVINGS Free shipping with purchase on meal order</p>	<p>To order go online at MomsMeals.com/WellDine or call 1-877-347-3438 (TTY: 711) and mention code: Well Dine. Mom's Meals accepts: Debit, Credit (Visa, MasterCard, etc.)</p>



Vision discounts

<p>Vision Discount Program</p>	<p>Mention the EyeMed Medicare discount plan (ID 9243247) when setting up your appointment. You're on the Select Network. To select a provider, go to Humana.com, click on "Find a Doctor" and select Vision. Or call EyeMed at 1-866-392-6056, Monday thru Saturday, 8:00 a.m. – 2:00 a.m. and Sunday, 11:00 a.m. – 8:00 p.m. Eastern time (April 1st – September 30th).</p>
<p>\$5 OFF Eye exams \$5 – 40% OFF Eye Glasses, Conventional Contact Lenses, and More</p>	<p>Monday thru Sunday 8:00 a.m. – 2:00 a.m. (October 1st – March 31st). Eastern time. If you use a TTY, call 711 and ask that a TTY translator call 1-844-230-6498, Monday – Friday, 8:00 a.m. – 5:00 p.m. Eastern time.</p>



Dental discounts and services

HumanaDental® discount

You can save when you see a HumanaDental dentist or specialist. The discount will be taken off your bill. Services include annual exams, cleanings, crowns and more.

How it works

Find a HumanaDental dentist by calling **1-800-669-6614 (TTY: 711)** or by visiting **Humana.com**. At the time of service, present your Humana member ID card and you'll get the fee schedule price right away. The dental office will let you know if you need to pay right away or wait for a bill. If you need to see a specialist, you may get up to 20 percent discount off their normal fees.

- The HumanaDental program doesn't replace any other dental coverage
- At time of service, present your Humana member ID card and get the fee schedule price
- If your dentist leaves the network, you'll need to find another dentist in the HumanaDental network
- Your area may not have all types of dentists
- In-network dentists on the Medicare Access network are credentialed by HumanaDental and licensed in the states where they practice; for questions or concerns, call Customer Care at the number on the back of your card
- You cannot get a discount on dental work that began before you joined this plan

Contact information

Visit **Humana.com**. You can also call **1-800-669-6614 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m. Eastern Time. Please have your Humana member ID card when you call.



Up to 20% OFF

exams, cleanings, crowns, specialist
care and more

Save the coupon on page 5 as a reminder to redeem your savings



Health and wellness discounts

Complementary and alternative medicine and weight management

Humana partners with WholeHealth Living Choices® by Tivity Health® to offer members the nation's leading complementary and alternative medicine (CAM) and discount network. As a Humana member, you have access to more than 35,000 providers, discounts and more than 35 CAM specialties, which include, but not limited to: acupuncture, chiropractic, massage therapy and nutritional programs.

Alternative Medicine Services

Acupuncture – A trained professional uses very thin needles on different parts of the body. Needles are left in place for a few minutes. Acupuncture can be used to treat conditions such as pain, stomach problems, headaches, and more.

Chiropractic – A chiropractor checks for problems in your spine and fixes them by using hands to adjust the spine, joints, and muscles.

Massage – A massage can relax and energize you and help heal muscles after an injury.

Nutrition – Nutrisystem provides unique, comprehensive solutions for weight loss and weight management by delivering delicious, portion-controlled meals, directly to the home. Members will receive a **50%** discount off every Nutrisystem plan, 7 free high protein shakes, and free shipping on all orders.

How it works

The CAM program is a value added discount benefit associated with your health plan and not considered insurance. Hence, there is no need for a pre-certification or a referral to visit a practitioner in the WholeHealth Living Choices® network. You may see WholeHealth Living Choices® providers as often as you like—but you should talk with your primary care provider about any treatments you're considering. Please note that you will be responsible for paying the WholeHealth Living Choices® providers at the reduced rate. If you're already seeing CAM professionals who are not on the WholeHealth Living Choices® list, you can ask to add them to the network by calling the number below.

To find alternative medicine providers in your area, visit

Humana.wholehealthmd.com or call **1-866-430-8647 (TTY: 711)**, Monday – Friday, 8:30 a.m. – 8 p.m., Eastern time. Please have your Humana member ID card when you call.

Nutrition Services

Nutrisystem – provides unique, comprehensive solutions for weight loss and weight management by delivering delicious, portion-controlled meals, directly to the home. Member will receive a **50%** discount off every Nutrisystem plan, 7 free high protein shakes, and free shipping on all order.

You can order your discounted products online by setting up an account at **[Humana.wholehealthmd.com](https://www.humana.wholehealthmd.com)**



EXCLUSIVE SAVINGS

on acupuncture, chiropractic, massage,
weight management and more

Save the coupon on page 5 as a reminder to redeem your savings



Hearing discounts and services

TruHearing discount program

Good Hearing is important to your health. That’s why you have access to TruHearing,[®] a comprehensive hearing care solution. Hearing aids can be expensive – an average of \$2,500 per aid – but the TruHearing program saves you 30-60% off hearing aids. Details of the program include:

- State-of-the-art technology from the top 6 hearing aid manufacturers
- Personalized Care with guidance and assistance from a TruHearing Hearing Consultant
- Fitting and follow-up adjustment visits included for one year with hearing aid purchase
- 80 free batteries per aid included with non-rechargeable models
- Purchase with confidence knowing you have a 60-day risk free trial and 3-year warranty

Example Savings (per aid):

Prices and products subject to change. For more information, visit TruHearing.com.

Sample Product	Avg. Retail Price	TruHearing Price	Savings
TruHearing [®] Advanced 19	\$2,720	\$1,250	\$1,470
Resound Key 4	\$1,997	\$995	\$1,002
Phonak [®] Audèò [®] P-R50	\$2,450	\$1,395	\$1,055
Widex [®] Moment 110	\$1,458	\$795	\$663
Oticon More [®] 2	\$3,682	\$1,850	\$1,832
Signia Styletto X 7	\$3,233	\$2,195	\$1,038

To learn more or set up an appointment with a provider near you, contact a TruHearing Hearing Consultant at **1-855-299-3591 (TTY: 711)**, Monday – Friday 7 a.m. – 7 p.m. Mountain Time.

*Based on third party research of nationwide provider and manufacturer retail pricing, TruHearing, 2021



EXCLUSIVE SAVINGS

on hearing aids, plus additional product discounts exclusively for Humana members

Save the coupon on page 5 as a reminder to redeem your savings



Medical equipment

Philips Lifeline services

Philips Lifeline medical alert service

With a push of your help button, worn tucked inside or outside your clothes, 24/7 you are quickly connected to a Philips Lifeline Response Center.

- You choose who responds to your call for help: a neighbor, friend, loved one or emergency services
- A Trained Care Specialist will access your personal care plan, assess your situation and dispatch the help you need
- Philips Lifeline follows up to make sure that help has arrived
- Wear your pendant at all times. It is water resistant and safe to wear in the shower or the bath (1)
- The AutoAlert feature automatically calls the Philips Lifeline Response Center if you fall and can't push the button (2)
- GoSafe 2 mobile medical alert systems use multiple advanced technologies, including GPS, Wi-Fi, 2 way voice, and audible beacon, to pinpoint your location (3)

How it works

Call **1-800-533-8954 EXT. 54076 (TTY: 711)** Monday – Friday 8 a.m. – 8 p.m., and Saturday and Sunday, 9 a.m. – 6 p.m. Eastern time to order and mention program code "**MA858**" to receive your discounts.

Contact information

For more information go to www.offer.lifelinesys.com/Humana or call **1-800-533-8954 EXT. 54076 (TTY: 711)**.

© 2019. All rights reserved. Button signal range may vary due to environmental factors. Monthly fees and applicable taxes apply. Other fees may apply. Minimum stay on service may be required.

(1) Up to 1 meter of water for 30 minutes. Refer to IFU for more details.

(2) AutoAlert does not detect 100% of falls. If able, users should always push their button when they need help.

(3) Coverage inside and outside the home provided where AT&T wireless network coverage is available.



EXCLUSIVE SAVINGS

on Philips Lifeline medical alert systems and medication dispensers

Save the coupon on page 7 as a reminder to redeem your savings

Medication discounts

Prescription medicine discount

Medicare prescription plans won't pay for certain medicines at the pharmacy. But as a Humana member, you can get discounts on some prescriptions Medicare doesn't cover.

Drug Discount Program

The Centers for Medicare and Medicaid Services ("CMS") have advised that particular categories of drugs must be excluded from Medicare coverage. A list of those categories can be found in your Evidence of Coverage manual. This means that when a member goes to a pharmacy to fill a prescription for a drug that CMS has categorically excluded from coverage, their Humana Medicare Plan will not cover any portion of that cost.

To improve members' access to drugs not covered by Medicare, Humana contracted with a third party to help its Medicare members receive discounts on certain medications received from a network pharmacy(1) that are not covered by their plan, either due to a categorical exclusion or because they are not on the applicable formulary.

How it works

The Drug Discount Program is tied into Humana membership and automatically "wraps" around your Medicare (MAPD or PDP) plan. The purpose of the program is to enable our members to receive discounts on non-covered or non-formulary drugs. Both Humana and its third party claims administrator may receive a fee from a claim processed through this Program. However, the program is designed using Humana's "lesser of" logic, which prevents a member from paying more than the pharmacy's cash price when using the Program (including the fees). In other words, this logic ensures that a member is never paying more for their drug than the cash price that their pharmacy would have charged a walk-up customer for the same drug on the same day. The Drug Discount Program is not an insurance benefit, but rather, a value added service. As such, drugs filled pursuant to the Program do not count towards a member's deductible, coinsurance, or cost-sharing amounts, nor in calculating a member's True Out-of-Pocket Costs ("TrOOP").

Transactions currently processed under the discount program can have administrative fees of up to **\$7.00**. In 2020, the average administrative fee was **\$4.32**. Humana receives a flat fee for each claim processed through this program. Members never pay more (including the administrative fee) for a drug through the discount program than the cash price that their pharmacy would have charged a walk-up customer for the same drug on the same day.

An example of how the program works is as follows:

A member chooses to fill a prescription at the local pharmacy. The specific medication is excluded (not covered) under the member's Part D plan. If the cash

price at this pharmacy is **\$20**, the member would pay the full **\$20** price. If this pharmacy has a negotiated discount price on this medication under the drug discount program, then the member may be able to take advantage of some of the savings. If, for example, the discounted price is **\$12** and the administrative fee for this drug at this pharmacy under the program is **\$5**, the member would pay **\$17** rather than **\$20**.

What are the Average Savings?

While the savings may vary from pharmacy to pharmacy, on average, our members saved approximately **38%** on prescription drugs eligible for this Program as compared to the cash price for the drug at that pharmacy in 2020. There is no guarantee that members will achieve the same level of savings in subsequent years.

Do I have to Use the Program?

The Drug Discount Program automatically wraps around Medicare membership, but members are not required to participate in the Program and are free to speak with their physicians or pharmacists regarding their non-covered prescriptions or potentially available prescription or non-prescription alternatives.

Where a discount is available, it will be applied automatically. However, if a member is attempting to fill a drug that is not a CMS-excluded drug but is not found on Humana's formulary, the pharmacist will provide a form called "Medicare Prescription Coverage and Your Rights." This form notifies the member that he or she has the right to appeal to try to seek coverage by their plan notwithstanding the absence of the drug on the plan's formulary. If the member does not want to appeal and instead wishes to purchase the non-formulary drug using the Drug Discount Program discount applicable to that drug, he or she may inform the pharmacist and the pharmacist can then process the drug through the Program.

Where Can I Find the List of Drugs Eligible for a Discount?

Because Humana contracts with a third party adjudicator, which separately contracts with pharmacies within its network, Humana does not maintain a list of every drug to which the Program applies. Generally, the program will apply to non-Part D-covered drugs, as well as drugs that are not on the applicable formulary.

Contact Information

For more information about the Drug Discount Program, you can call Customer Service at the Service number located on the back of your membership card. You can also find a copy of the Value-Added Items and Services plan document on your MyHumana page.

(1) Humana has retained a third party SS&C Health ("SS&C") to administer the Drug Discount Program, and the program is available to participants in Humana's plans who use participating pharmacies within SS&C's network.



Discount

on prescription medications not covered by Medicare

Save the coupon on page 7 as a reminder to redeem your savings



Nutrition and meals

Meal Delivery Discount

As a Humana member, you are eligible to receive FREE SHIPPING with the purchase on Mom's Meals.

- 14 or 21 fully-prepared, refrigerated meals with snacks
- Delivered direct to your home
- Over 50 meals to choose from for every delivery
- Health-specific menus to support unique nutrition needs

Customer Pricing for VAIS Services:

- \$6.99/meal (\$7.99/meal for Pureed, Renal and Gluten Free) with a 14 or 21 meal minimum, shipping included.
- Delivery to Puerto Rico: \$8.89/meal with a 14 or 21 meal minimum, shipping included.
- Delivery to Hawaii/Alaska: \$9.59/meal with a 14 or 21 meal minimum, shipping included.

To order:

- Go online: **MomsMeals.com/WellDine**
- Hours of operation are 7 a.m. to 6 p.m., Monday through Friday, Central time
- Or call **1-877-347-3438, (TTY: 711)** and mention code: Well Dine

Mom's Meals accepts the following forms of payment: Debit, Credit (Visa, MasterCard, etc.).



EXCLUSIVE SAVINGS

FREE SHIPPING with the purchase on
Mom's Meals

Save the coupon on page 7 as a reminder to redeem your savings



Vision discounts

Vision discount program

You have access to the extensive—and trusted—EyeMed network. You can get a discount on services from providers in the EyeMed Select network.

- LensCrafters®
- Pearle VisionSM
- Target Optical®
- Other independent providers

How it works

To locate an EyeMed Select network provider:

- Go to **Humana.com**
- Click on "Find a doctor"
- Select "Vision care"
- Select "Vision coverage through Medicare Advantage and Medicare Supplement plans" and click "Continue"
- Enter zip code

You can also call EyeMed at **1-866-392-6056 (TTY: 711)**. Once you choose a provider, call and set up your appointment. Make sure to tell them you have the EyeMed discount through Humana. The EyeMed provider will take care of the rest. You won't need to submit a claim to receive a discount.

Contact information

To choose a participating EyeMed Select provider, visit **Humana.com**, or call **1-866-392-6056**, Monday thru Saturday, 8:00 a.m. – 2:00 a.m. and Sunday, 11:00 a.m. – 8:00 p.m. Eastern time (April 1st – September 30th). Monday thru Sunday 8:00 a.m. – 2:00 a.m. (October 1st – March 31st), Eastern time. If you use a **TTY**, call **1-844-230-6498**, Monday – Friday, 8:00 a.m. – 5:00 p.m. Eastern time.

Discounts only apply at in network providers.

THIS IS NOT INSURANCE	
Eye Exams	
Exam with Dilation as Necessary Contact Lens Fit & Follow-Up	\$5 Off \$5 Off
Complete Pair Glasses Purchase: <ul style="list-style-type: none"> The following frame, lenses, and lenses options, discounts, and fees apply only if complete pair purchased in the same transaction Items purchased separately will be discounted 20% off of the retail price 	
Standard Plastic Lenses*	
Single Vision	\$50
Bifocal	\$70
Trifocal	\$105
Frames	
Any frame available at provider location	40% off retail price
Lens Options*	
UV Treatment	\$15
Tint (Solid and Gradient)	\$15
Standard Plastic Scratch Coating Standard	\$15
Polycarbonate	\$40
Standard Anti-Reflective Coating	\$45
Standard Progressive (add-on to Bifocal)	\$65
Add-Ons	20% off retail price
Contact Lenses <i>(Discount applied to materials only)</i>	
Disposable	0% discount off retail
Conventional	15% discount off retail
Laser Vision Correction	
Lasik or PRK**	15% off retail price or 5% off promotional price
Frequency	
All services	Unlimited

*Items purchased separately will be discounted 20% off of the retail price.

**Members also receive 15% off retail price or 5% off promotional price for LASIK or PRK from the US Laser Network, owned and operated by LCA vision. Since LASIK or PRK vision correction is an elective procedure, performed by specially trained providers, this discount may not always be available from a provider in your area. For a location near you and the discount authorization, please call 1-877-5LASER6.

Please note: the information above provides discounts for vision services. View your benefit summary for information on your vision benefits. To find out more on how these discounts are applied to your purchase and any limitations and exclusions, call EyeMed at **1-866-392-6056 (TTY: 711)**.



**\$5 OFF Eye Exams
\$5 – 40% OFF Eye Glasses,
Conventional Contact
Lenses and More**

Save the coupon on page 7 as a reminder to redeem your savings

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.
If you need help filing a grievance, call the number on your ID card or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. Call the number on your ID card (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you.

Call the number on your ID card (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béésh bee hani'í bee wolta'ígíí bich'í' hódílnih éí bee t'áá jii'eh saad bee áká'ánida'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك



Humana is a stand-alone prescription drug plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal.

Humana[®]

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

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