

Humana clinical programs



At Humana, we're here to work with you, no matter what health situation you may be facing. Whether you're trying to stay healthy, improve your health or deal with an illness or injury, Humana offers you support to live a healthy lifestyle.

All members can benefit from MyHumana, your secure website on [Humana.com](https://www.humana.com). MyHumana offers a wealth of material — like tools to help you choose a doctor, find the cost of a drug, view health videos and much more. You also may qualify for rewards for completing tasks to help you stay well.

If Humana finds a way to improve your health, we may alert you or your doctor. These messages vary from letters and postcards to a call from a nurse.

Nurses and clinicians are also available to discuss:

- Healthy living — exercise, healthy eating, stopping smoking, handling stress or high blood pressure and more
- Life issues — finding childcare or eldercare, legal resources, money concerns, etc.
- Pregnancy
- Care — both while you're hospitalized and when you go home
- Organ transplants
- Chronic conditions
- Depression and mental health

Have questions? Call HumanaFirst® Nurse Advice Line, our free, 24-hour health information line. These nurses may answer immediate medical questions — like when to visit the ER — or help you plan for an upcoming procedure.

They can also direct you to other Humana programs, so that you're working with the best resource for you.

How can you get the most from Humana clinical programs?

Keep your contact information current.

Contact your company's human resources department when your address or telephone number changes. This helps us reach you at the right time.

Take the Health Assessment at [Humana.com](https://www.humana.com).

This quick and confidential questionnaire gives you suggestions for improving your health now.

Call us. If you'd like to join a program, or if you'd like help but don't know which one is right for you, call HumanaFirst:

- Dial **1-800-622-9529**
- Choose "Nurse Advice"
- Select "Health Planning and Support"

Earn Bucks from Go365 for enrolling, participating in and completing some Humana clinical programs.

Humana®

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- 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.
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call **1-877-320-1235** or send an email to accessibility@humana.com, or if you use a **TTY**, call **711**.

If you believe that Humana Inc. and its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Discrimination Grievances
P.O. Box 14618
Lexington, KY 40512-4618

If you need help filing a grievance, call **1-877-320-1235** or if you use a **TTY**, call **711**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.htm>

Go365 is not an insurance product. Not available with all Humana health plans.

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Humana Inc. and its subsidiaries (“Humana”) do not discriminate on the basis of race, color, national origin, age, disability or sex.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-320-1235 (TTY: 711)**.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-320-1235 (TTY: 711)**.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-320-1235 (TTY: 711)**。

If you are medically unable to perform these tasks, you can call Customer Care and we will work with you to find another way to earn rewards. Please call the member service number on the back of your Humana or Go365 member ID card.

The Humana logo consists of the word "Humana" in a bold, green, sans-serif font. A registered trademark symbol (®) is located at the bottom right of the letter "a".