

Medicare Member Toolkit

Rally your healthcare team

for optimal care



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Rally your healthcare team

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It starts with you, but it doesn't end there. You have support – a complete team that includes your primary care doctor, your friends and family, and Humana – all dedicated to helping you achieve your health goals.



Straight talk with your doc

No one wants to talk to a doctor about personal things like bowel or bladder problems, or feeling depressed – but your doctor has heard it all. Be sure to have these important conversations at each visit or as things change:

- Mental wellbeing
- Bladder control issues
- Problems with dizziness, balance or falling
- Physical activity

Straight talk with your doctor can help keep small problems from turning into major health issues – and may even save your life. This guide can help you get the conversation started when you're not sure what to say.



Your good health buddies:

Your **Humana Health Coach** and the **Member Assistance Program (MAP)** can provide support to help you stay active, kick unhealthy habits and win back your positive attitude when you're feeling down.

To find out more about **Personal Health Coaching**, call **1-855-852-9451 (TTY: 711)** Monday - Friday, 8 a.m. - 6 p.m., Eastern time. or visit **HumanaVitality.com**.

To talk with a professional about loneliness, grief or other challenges, call **MAP** at **1-800-767-6171 (TTY: 711)**, 24 hours a day, seven days a week.

After hours calls are answered by licensed staff, and responded to the next business day.

More than blue? What to do

Most people feel “blue” once in a while. But if life feels more challenging than usual, talk to your doctor or a trained counselor from the **Member Assistance Program (MAP)** for support.



Conversation starter:

I'm having a hard time adjusting to retirement (or another life change). How can I feel happier?

Bladder concerns?

You may think bladder control issues are minor or just “part of aging,” but even small problems may be a sign of something more serious. Treatments may be available.



Conversation starter:

I've had problems with bladder leakage. Is this normal? It's harder and harder for me to “hold it” or I feel like I'm going all the time. What can I do?

Find other resources at **Humana.com/connect**.



Don't be shy

Ask questions, take notes and open up to your doctor.

Straight talk with your doctor can help keep small problems from turning into major health issues.

Prevent medicine mix-ups

Take a list of your medications to every appointment so your doctor can help you avoid dangerous drug interactions.



Conversation starter:

Are any of these medicines considered high risk at my age? Can you help me find lower cost generic options? Is mail-order pharmacy right for me?

Stay on your feet

If you've had a fall or problems with balance and walking, talk with your doctor. Even minor falls can be a big deal, especially if you break a bone or hit your head. Regular exercise, hearing and vision tests, and blood pressure management can help reduce your risk of falls.



Conversation starter:

I sometimes feel dizzy or unsteady on my feet. Is this normal? What can I do to improve my balance and reduce my risk of falling?



Stay active and be your healthiest self

Are you happy with your current level of activity? Are you accomplishing as much as you'd like? Talk to your doctor or your **Humana Health Coach** about some simple ways you can step up your routine.

Don't struggle with stress, or alcohol or tobacco addiction. Talk to your doctor or **Member Assistance Program (MAP)** professional about solutions—or connect with a **Humana Health Coach**. Together, you can set goals to help improve your health.



Conversation starter:

How can I be more active?
What can I do to reduce stress and kick unhealthy habits?

Share your care

When it comes to your health, you're the expert. Be the "bridge" that connects all your healthcare partners. Make sure you – and they – are sharing your important health information.



Conversation starter:

I recently went to the urgent care center. Do you need to know about this visit? When should I expect the results of the blood work, X-rays and other tests you're ordering for me?



Schedule your appointment today

And talk with your doctor about ways you can be healthier.

Need to find an in-network doctor? Just call **1-800-457-4708**

(TTY: 711). Humana Customer

Care is available October 1, 2015 – February 14, 2016, seven days a week from 8 a.m. – 8 p.m. and Monday – Friday 8 a.m. – 8 p.m. throughout the rest of the year.



Make every minute count

Use these tips to get the attention and care you deserve at each visit.

Take the wait out of the waiting room

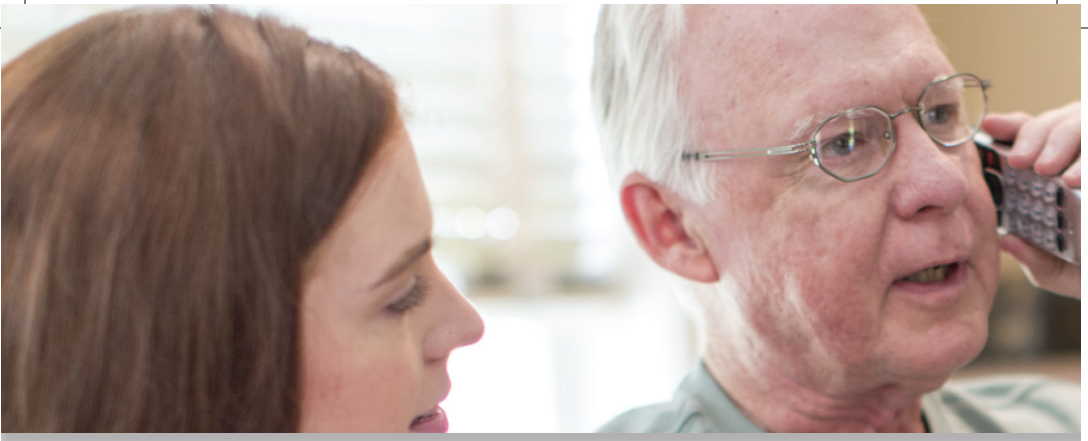
- **Avoid Mondays** – the busiest day for most doctors
- **Ask for the first appointment of the day**, or the first after lunch
- **Call an hour ahead** to make sure your doctor is running on schedule
- **Ask to fill out any needed forms ahead of time**
- **Remember to take your Humana member ID card**



The doctor will see you now

These **five tips** will help you be ready when the nurse calls your name:

- 1** Jot down questions before every appointment so you don't forget anything
- 2** Listen carefully to everything your doctor tells you, and ask questions about anything that's not clear
- 3** Use a notebook to take notes on what your doctor says
- 4** Take a friend or family member along to help listen and remember
- 5** Find out when you can expect to hear about test results, and follow up if you don't



Know where to go for care

Knowing where to go for care can help you get faster treatment and have a better experience.

If you're having a medical emergency, call 911 immediately.

Care when and where you need it

Whether it's the weekend or your doctor just can't see you right away, if you're sick, you have options that may help get you feeling better fast.



The HumanaFirst® Nurse Advice Line provides expert advice at no extra cost from a registered nurse on how and where to go to feel better – 24 hours a day, seven days a week. Call **1-800-622-9529 (TTY: 711)**.



Retail clinics can treat a sore throat, cold or other minor health issue. Find one at CVS®, Target®, Kroger® or Walgreens®. Other providers are available in our network. Call ahead before you go to verify services.



Urgent Care Centers treat non-life-threatening health situations, like stitches and back pain. Many have lab and X-ray services – and wait times are usually shorter than the emergency room (ER).



The ER is the right choice for serious medical situations that are a danger to your life or limbs – chest pain or heart attack, possible stroke, uncontrolled bleeding or trouble breathing.



Invite those who care for you into your care circle

Find out more at **HumanaPointsofCare.com** or call **Humana Customer Care** at **1-800-457-4708 (TTY: 711)**. A helpful video can guide you through tools and resources.

Round out your care circle

Invite friends, family and providers who care for you into your care “circle.” **Humana Points of Care** lets you create your own online care community, which can be especially helpful if they live far away from you.

- Share updates on your health
- Get access to health and wellness information and caregiving tips
- Find local support and resources

Visit **HumanaPointsofCare.com** and sign in with your MyHumana username and password. Then, send an email invite to those you want to join your care circle.



Choose a family member or friend to help you

You may find it comforting to choose someone you trust to talk with Humana on your behalf. We need your permission before we can provide any information about your plan to someone other than you. To give consent:

- Sign in at **MyHumana**
- Go to the “Get Health” section
- Locate “Caring for Others”
- Click the “Online consent form” link and follow the instructions

To get the form by mail, just call **Humana Customer Care** at **1-800-457-4708 (TTY: 711)** and we'll mail one to you.

Humana is a Medicare Advantage HMO, PPO and PFFS organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. This information is not a complete description of benefits. For more information contact the plan. Limitations, copayments and restrictions may apply. Benefits, premium and member cost-share may change each year.

This information is available for free in other languages. Please call Customer Care at the number on the back of your Humana member ID card.

Esta información está disponible gratuitamente en otros idiomas. Comuníquese con el Departamento de Atención al Cliente llamando al número en el dorso de su tarjeta de identificación de afiliado de Humana.

本資訊也有其他語言的免費版本可供選擇。請致電 Humana 會員卡背面的電話號碼與客戶服務部聯絡。

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