

2019

Value-Added Items and Services

Your Guide to Special Discounts and Services

Humana Medicare Employer Health Maintenance
Organization (HMO) and Preferred Provider Organization
(PPO) plan

Humana[®]

Your Guide to Special Discounts and Services

Your Humana Medicare plan includes discounts on items and services for less than the original cost you'd normally pay.

The following pages tell you how you can save. To get some of the discounts, you may need to show your Humana member ID card or the discount card from this guide.

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. Our automated phone system may answer your call during weekends and holidays. Please leave your name and telephone number, and we'll call you back by the end of the next business day. For 24-hour service you can visit us at **Humana.com**.

- The products and services described on the following pages are neither offered nor guaranteed under our contract with the Medicare program. 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.

If you're unhappy with any of these items or services, we'd like to know about it. Please call the number on the back of your Humana ID card. **TTY** users, please call **711**.

Jenny Craig[®] discount

Jenny Craig[®] Program

Get serious about losing weight with Jenny Craig. With Jenny Craig, you don't have to count, track or worry about every meal - Jenny Craig will get you everything you need to succeed. A day on Jenny Craig includes highly personalized one-on-one support plus breakfast, lunch, dinner, snacks and desserts.

How the discount works

Connect with your dedicated personal consultant

- Jenny Craig has understood the power of personal support for over 30 years
- Connect with your personal consultant at least once weekly
- Create a unique weight loss plan to fit your needs and lifestyle

Menu of Jenny Craig Food

- Over 100 menu items to choose from
- Eat a variety of delicious food 5x a day one snack of your own
- Jenny Craig works with over 40 professional chefs to create a menu that won't leave you feeling like you're missing out
- Jenny Craig's chefs demand quality ingredients and use state of the art cooking techniques to bring you home-style classics you'll love, as well as exciting dishes from around the world

Real Results

- Jenny Craig Members lose 3x more weight than dieting on their own
- To sustain your success, Jenny Craig puts a plan in place to help teach you how to maintain your new weight loss and transition off the program

Humana member pricing

Humana Medicare member's special offer*:

- Initial enrollment fee: **Waived** (Retail **\$99**)
- Unlimited one-on-one consultations: **\$10/month** (Retail **\$19 - \$39**)
- **10 percent** discount off all Jenny Craig food with free shipping on your first order
- No contract or auto-ship required

Go to **JennyCraig.com/HumanaMedicare** or call **1-877-Jenny70 (1-877-536-6970)**, TTY: 711 Monday – Friday 5 a.m. – 8 p.m. Pacific Time to find out more about Jenny Craig and Jenny Craig Anywhere or to find a location near you.

*Waived regular \$99 enrollment fee. Plus the cost of food (\$15-\$23/day US - \$17-26/day CAN). Plus the cost of shipping, if applicable. Active program enrollment and program eligibility status required, which includes meeting with a consultant and adhering to the full Jenny Craig meal plan. Food discount not applicable to shipping cost. Free shipping of 1st order requires purchase of 2-week full planned menu order (minimum purchase of \$304US) and valid for US only. No cash value. Not valid with any other offer or discounts. Only available at participating locations and Jenny Craig Anywhere. Not valid at jennycraig.com. New members only. Restrictions apply.

Nutrisystem® discount

For over 45 years, Nutrisystem has been helping people lose weight in order to live healthier, happier lives. Nutrisystem programs may be your perfect choice for safe and effective weight loss.

They provide low calorie, nutritionally balanced foods that are high in fiber and protein to help keep you feeling full. Nutrisystem is based on the proven science of the Glycemic Index, which encourages foods containing "good carbs" to help keep your blood sugar levels stable and your appetite in check. As a result, you can continue to enjoy all of your favorite foods, including pizza, pasta, cookies—even chocolate!

Getting started is easy! Simply choose from over 150 delicious foods, either online or by phone. Your Nutrisystem meals including breakfast, lunch, dinners and snacks will be delivered directly to your door, ready to heat and eat. Nutrisystem entrees are perfectly portioned so you'll never have to count calories or points. And with six mealtimes throughout the day, you'll help cut down on those cravings between meals. You'll have access to everything you need, including unlimited Nutrisystem counseling, right from the privacy of your own home. No center visits or embarrassing weigh-ins!

How the discount works

As a Humana member, you get a **40 percent** discount on all 4-week auto-delivery programs including Basic, Core, and Uniquely Yours plans, PLUS you'll also get free tracking tools and support from the online Nutrisystem community.

Auto-Delivery Program

Nutrisystem offers a variety of auto-delivery and non-auto-delivery programs. Each program may be separately shipped and separately billed.

With all Auto-Delivery programs, you will receive a special discount off the regular one-time rate and free shipping (Continental U.S.) with every consecutive order. Charges will be incurred for shipments to Alaska, Hawaii, Puerto Rico, Canada and other US territories and possessions for all orders. With all auto-delivery programs, you are automatically charged and shipped your particular Nutrisystem plan once every 4 weeks unless you cancel. By providing your payment card information, you are authorizing the continuation of your Nutrisystem auto-delivery program(s) automatically at the end of the 4-week period, and consenting to our charging the payment method provided every 4 weeks, until you cancel.

For more information on shipping details go to: https://www.nutrisystem.com/jsps_hmr/terms/index.jsp

Contact information

Humana members: please visit Nutrisystem today at www.nutrisystem.com/humana or call Nutrisystem toll-free at **1-877-476-2946** Monday – Sunday 7 a.m. – midnight Eastern Time to order. If you use a TTY, call **711**. Please have your Humana member ID card handy when you call.

Humana members in Florida: please visit Nutrisystem today at www.nutrisystem.com/humanaf1 to find out more about programs and more savings. Florida members can also call Nutrisystem toll-free at **1-844-361-4394**. If you use a TTY, call **711**. Hours are Monday - Friday, 7 a.m. - midnight, and Saturday and Sunday, 8:30 a.m. - 5 p.m. Eastern Time. Please have your Humana member ID card handy when you call.

HumanaDental® discount

You can save on dental care with HumanaDental. Just see a HumanaDental dentist or specialist. The discount will be taken off your bill.

How the discount works

Simply choose a HumanaDental dentist. Call to make an appointment. Cut out the HumanaDental discount card located on the last page of this booklet. Show the dentist your Humana member ID card and the dental discount card when you go in. The dentist will give you the discount. He or she will tell you if you pay then or wait for a bill. You don't need to send a claim form to HumanaDental to get the discount. Please mention the "Dental Discount" program when you call in.

Contact information

To find a dentist or specialist near you, visit **Humana.com** or call HumanaDental at **1-800-898-0371**, Monday - Friday, 8 a.m. - 6 p.m. If you use a TTY, call **711**.

- The HumanaDental program doesn't replace any other dental coverage.
- If your dentist leaves the network, you'll need to find another dentist in the HumanaDental network. Not all types of dentists may be in your area.
- If you have questions or concerns about the care you got from a Humana dentist, call Customer Care at the number on your Humana member ID card.
- If you already started dental work before joining Humana, you can't get the discount for that work.
- Procedures not contracted with the dentist or contracted at the dentist's normal fee are not subject to a discount.

TruHearing's discount hearing program

As a Humana member, you have access to discounts and services from TruHearing. You must call TruHearing and schedule an appointment in order to get the discount. Please check with TruHearing for provider locations in your area.

How the discount works

Call TruHearing toll-free at **1-855-299-3591 (TTY: 711)** 7 a.m. – 7 p.m. Mountain Time. TruHearing will answer your questions and schedule your first appointment with a conveniently located provider in your area. All appointments must be scheduled through TruHearing.

Program highlights

- Save an average of **\$980** per hearing aid compared to average retail pricing
- Visit any of the 5,000 locations nationwide
- Pricing on hearing aids is the same nationwide and is always available at truhearing.com
- Choose from over 100 different digital hearing aid models from 5 of the industry's leading manufacturers including Phonak, Starkey, Resound, Oticon, and Widex

Each hearing aid purchase includes

- Three follow-up visits with a provider for fitting and adjustments
- 48 free batteries per aid
- 45-day trial
- Three-year manufacturer's warranty for repairs and one-time loss & damage, limitations may apply*

TruHearing

Product	Average Retail Cost	Truhearing Price	Total Savings
Oticon Opn 3	\$2,415	\$1,475	\$940
Starkey Muse iQ i1600	\$2,180	\$1,275	\$905
Widex Beyond 220	\$2,005	\$1,250	\$755
Phonak Virto B50	\$1,930	\$1,295	\$635
TruHearing Flyte 900	\$2,995	\$1,395	\$1,600
Premium ReSound LiNX 3D 7	\$2,475	\$1,595	\$880

- Pricing on all TruHearing products can be found at www.truhearing.com.

You can also buy 120 batteries for **\$39**, even if you didn't purchase your hearing aids through TruHearing.com.

Limited to one replacement per hearing aid during 3-year warranty. A replacement fee of **\$150-200 per aid is paid to the manufacturer and a reprogramming fee of **\$175** is paid to the hearing care professional. 1 year warranty for all accessories.*

Vision Discount Program

You can get this program through EyeMed® Vision Care. Taking care of your vision is important to your overall health and well-being. With the vision discount program, it's easy to care for your eyes. You can also save on your eyewear needs.

You have access to the extensive EyeMed network of 23,000 locations across the country. The network includes companies you may already know and trust, such as LensCrafters®, Pearle VisionSM, Sears® Optical, Target Optical®, and JCPenney™ Optical along with other independent providers. The program includes the following services:

- Exam with dilation (if necessary) - **\$5 off** routine exam; **\$5 off** contact lens fitting and follow-up.
- Frames - **40 percent off** retail price of a complete pair of frames and **20 percent off** retail price of a partial pair of frames.
- Lenses - fixed prices for lenses and lens options.
- Contact lenses - **15 percent off** retail price of non-disposable contact lenses.
- Laser vision correction (Lasik or PRK)* - **15 percent off** retail price or **5 percent off** promotional price.

How the discount works

You can get a discount on services you receive from providers in the EyeMed Select network. To locate an EyeMed **Select network** provider, go to Humana.com > Find a doctor > from the Search Type drop down, select Vision > click onto EyeMed Vision Care. You can also call EyeMed at **1-866-392-6056**.

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. Since this is a discount offer, your ID, name, and address are **not** in EyeMed's files.

Contact information

To choose a participating EyeMed Select provider, visit **Humana.com**. You can also call EyeMed's provider locator service at **1-866-392-6056**, Monday - Saturday, 7:30 a.m. - 11 p.m., and Sunday, 11 a.m. - 8 p.m. Eastern Time. If you use a TTY, call **1-844-230-6498**, Monday - Friday, 8 a.m. - 5 p.m. Eastern Time.

* Lasik or PRK vision correction is an optional procedure that isn't needed for medical reasons. It is performed by specially trained providers. This discount may be unavailable for some providers. For the location of providers near you and to obtain discount authorization, please call **1-877-5LASER6 (1-877-552-7376)**, Monday - Friday, 8 a.m. - 8 p.m., and Saturday, 9 a.m. - 5 p.m. Eastern Time. If you use a TTY, call **1-844-230-6498**, Monday - Friday, 8 a.m. - 5 p.m. Eastern Time.

Complementary and alternative medicine

Complementary and alternative medicine (CAM) services include chiropractic, acupuncture, and massage. As a Humana member, you can get these services at a discount through **Tivity Health's WholeHealth Living Choices** (WHL Choices). This network has more than 35,000 licensed practitioners.

Services include:

- **Acupuncture** - A trained professional uses very thin needles on different parts of the body. Needles are put just deep enough into the skin to keep them from falling out and are usually left in place for a few minutes. Acupuncture can be used to treat conditions such as pain, stomach problems, headaches, and more.
- **Massage** - A massage therapist uses hands and fingers to rub, press, and move your skin and muscles. A massage can relax and energize you and help heal muscles after an injury.
- **Chiropractic** - A chiropractor checks for problems in your spine and fixes them by using hands to adjust the spine, joints, and muscles.

How the discount works

You don't need a referral to visit a practitioner in the WHL Choices network. You may see WHL Choices providers as often as you like - but you should talk with your primary care doctor about any treatment you're thinking about getting. If you're already seeing CAM professionals who are not on the WHL Choices list, you can ask to have them added to the network by calling the number below.

Simply show the provider your Humana member ID card or the discount certificate to get your discount.

To find a provider in your area, visit the WHL Choices website at **Humana.wholehealthmd.com** or call **1-866-430-8647**, Monday - Friday, 8:30 a.m. - 8 p.m. Eastern Time. If you use a TTY, call **711**.

Prescription medicine discount

Certain prescription medicines are not covered by Medicare prescription drug plans. As a Humana member, you can get discounts on some prescription medicines that you get from the drug store. You can use this discount for prescriptions Medicare won't pay for.

How the discount works

Show your Humana member ID card at participating pharmacies when you buy non-covered prescription medicines. Depending on the medicine purchased, quantity limits may apply.

Philips Lifeline® Medical Alert Systems

Philips Lifeline solutions for aging in place

Lifeline is committed to improving the quality of life for seniors and their families. The solutions give seniors and those with disabilities the always-on support they need to live independent lives. Lifeline offers the most widely adopted and proven fall detection in the United States today, with more than 200,000 falls detected automatically.

Humana members can choose from multiple service options at discounted prices:

- To order, call Philips Lifeline at **1(800) 543-3546 (TTY: 711)**
- To read more about the solutions Philips provides, visit www.offer.lifelinesys.com/humana
- For FLORIDA www.offer.lifelinesys.com/humanaflorida/

Philips Lifeline Services

HomeSafe Standard Medical Alert System - Provides access to help at the push of a button:

- Starting at **\$29.95** per month (wireless in-home options available)
- Activation, Shipping and Handling fees are **WAIVED**
- You may elect to self-install or choose an In-Home Service installation for **\$99** (optional). Self-install simply requires connecting the plug to an outlet and pushing the help button to activate the unit. Self-install also includes no-charge telephone support from Philips.

HomeSafe with Auto Alert - Provides proven fall detection that automatically calls for help if it detects a fall, even if you can't push your button:

- Starting at **\$44.95** per month (wireless in-home options available)
- Activation, Shipping and Handling fees are **WAIVED**
- You may elect to self-install or choose an In-Home Service installation for **\$99** (optional)

GoSafe Medical Alert System - Offers emergency assistance, 24 hours a day, seven days a week, both inside your home and out - for confidence anywhere you need. GoSafe also includes AutoAlert, the only mobile system with up to six advanced location technologies designed to help find you in an emergency:

- Starting at **\$54.95** per month (wireless in-home options available)
- Activation, Shipping and Handling fees are **WAIVED**
- You may elect to self-install or choose an In-Home Service installation for **\$99** (optional)

GoSafe 2 Medical Alert System - Offers emergency assistance 24 hours a day, seven days a week. Designed primarily for use outside the home, GoSafe 2 is better assisted with WiFi services inside the home. GoSafe 2 simply includes AutoAlert mobile help button and a charging station. More frequent charging will be needed. Using 5 location technologies, GoSafe 2 is a lower price alternative to GoSafe.

- Starting at **\$44.95** (per month, wireless only)
- Activation, Shipping and Handling fees are **WAIVED**
- You may elect to self-install (\$0) or choose an In-Home Service installation for **\$99** (optional)

Philips Medication Dispensing Service - Helps you manage your medication by:

- Dispensing medications according to your schedule
- Reminding you when a dose is due

The Philips Medication Dispensing Service has a proven dispensing adherence level of 98.6 percent, so you can have confidence and peace of mind that your medications will be dispensed according to your schedule:

- **\$59.95** per month
- You may elect to self-install or choose an In-Home Services installation for **\$99** (optional)

- Shipping & Handling **\$19.95**

How the Lifeline service works:

1. **Summon help:** With a simple push of your Lifeline help button – tucked discreetly inside your clothes or worn outside – you're connected to the Response Center. The AutoAlert feature automatically calls for help if you fall or can't push your button. Or connect to help using the app on your smartphone. All help buttons are waterproof and should be worn in the shower and bath for optimal safety.
2. **Hear a reassuring voice:** A caring Lifeline response associate will quickly access your personal profile and assess the situation.
3. **Get located:** Lifeline pinpoints your location through the Communicator, your GoSafe and GoSafe 2 mobile pendants or smartphone. GoSafe uses up to six advanced technologies while GoSafe 2 uses up to 5, to determine where you are. And the response app uses the smartphone's built-in location technology.
4. **Know help is on the way:** The Lifeline associate contacts a neighbor, loved one or emergency service – based on your preferences – and will follow up to make sure help has arrived.

Contact information

For details about the program, call **1(800) 543-3546 (TTY: 711)**, Monday - Friday, 8 a.m.-10 p.m., 9 a.m. - 6 p.m., Saturday and Sunday Eastern time.

The Rock 'n' Roll Marathon Series

Go365 by Humana® members can receive a discount for a Rock 'n' Roll Marathon running event of your choice. The Rock 'n' Roll Marathon Series makes running fun. Each year, more athletes participate in Rock 'n' Roll running events than any other running series in the United States. Started in 1998, the simple idea of making running fun has transformed the U.S. running landscape by infusing the course with live bands, cheer teams and entertaining water stations, creating a block-party atmosphere for participants and spectators alike. Today, the series of marathons and half-marathons has spread to 30 destinations, drawing visitors from around the world.

How the discount works

Once you sign into Go365.com, head to the Go365 Mall and find the Rock 'n' Roll Marathon Series. Next, click the "Get Discount" link. You will then be directed to the Rock 'n' Roll Marathon Series registration page. The Las Vegas running series is not a part of this discount.

10 percent off 5K, 10K, 1/2 Marathon, and Marathon, use Discount Code: STARTWITHHEALTHY10
The Las Vegas running series is not a part of this discount.

To find out more, go to **Go365.com** or call the number on the back of your Humana member ID card.

Cut out this card and keep it in your wallet for handy reference

<p>Humana Dental Access Discount Card</p> <p>Member Name _____ Member ID _____</p> <p>Humana More information on other side of this card.</p>	<p>For more information and to find a participating provider visit Humana.com/Medicare or call 1-800-898-0371 (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> <p>GHHH9W1HH 0517</p>
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Discrimination is Against the Law

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

Humana Inc. and its subsidiaries provide: (1) 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; and, (2) 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 the number on your ID card 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, sex, sexual orientation, gender identity, or religion, you can file a grievance with 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 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, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**.

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

Multi-Language Interpreter Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.

Call the number on your ID card (**TTY: 711**)... ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación (**TTY: 711**)... 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電會員卡上的電話號碼 (**TTY: 711**)。CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số điện thoại ghi trên thẻ ID của quý vị (**TTY: 711**)... 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. ID 카드에 적혀 있는 번호로 전화해 주십시오 (**TTY: 711**)... PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero na nasa iyong ID card (**TTY: 711**)... ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Наберите номер, указанный на вашей карточке-удостоверении (**телетайп: 711**)... ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou kat idantite manm ou (**TTY: 711**)... ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro figurant sur votre carte de membre (**ATS: 711**)... UWAGA: Jezeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer podany na karcie identyfikacyjnej (**TTY: 711**)... ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número presente em seu cartão de identificação (**TTY: 711**)... ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero che appare sulla tessera identificativa (**TTY: 711**)... ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wählen Sie die Nummer, die sich auf Ihrer Versicherungskarte befindet (**TTY: 711**)... 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。お手持ちのIDカードに記載されている電話番号までご連絡ください (**TTY: 711**)...

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره تلفن روی کارت شناسایی تان تماس بگیرید (**TTY: 711**)...

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hólq, námboo ninaaltsoos yézhí, bee néé ho'dółzin bikáá'ígíí bee hólné' (**TTY: 711**)...

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم الهاتف الموجود على بطاقة الهوية الخاصة بك. (رقم هاتف الصم والبكم: 711)...



Humana is a Medicare Advantage HMO and PPO 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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