

Humana Medicare Employer Plan

Plans that go the extra mile

2020



Humana®

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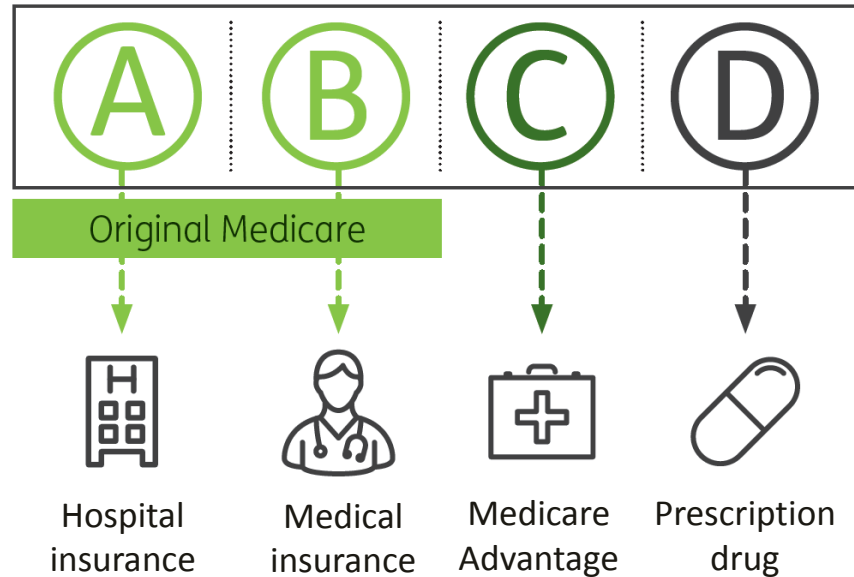
ERS
EMPLOYEES' RETIREMENT
SYSTEM OF TEXAS

HealthSelect™
of Texas
Medicare Advantage Plan

Original Medicare or Medicare Advantage?



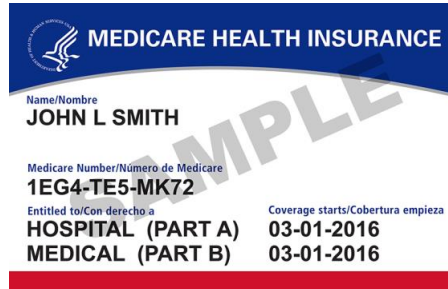
Medicare 101



Medicare Part C covers everything Parts A and B cover, including hospital and medical services. You still have Medicare if you elect Medicare Part C coverage.

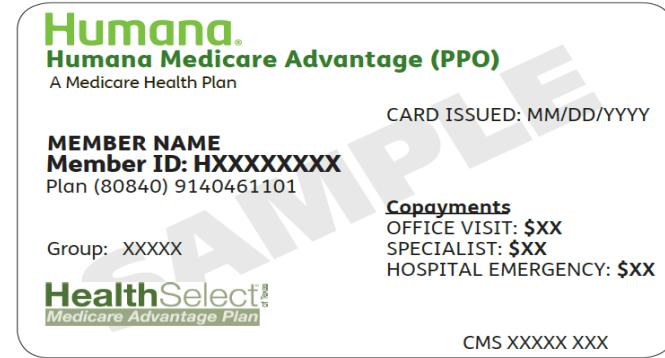
Medicare or Medicare Advantage?

Medicare



- Members with Original Medicare often choose to get a Medicare Supplement plan to get additional-coverage.
- Possibility to have up to 2 different cards

Medicare Advantage



- No need for supplemental coverage

HealthSelectSM MA PPO

What is my plan, and how does it
work for me?



Your PPO benefits

With your PPO plan, you will pay the same amount for both in- and out-of-network services.

Your PPO plan	
Annual deductible	\$0
Annual maximum out-of-pocket	\$1,000
Hospital care	
Outpatient hospital visits	\$0 copay
Inpatient hospital	\$0 per admit
Physician and facility services	
Primary care provider	\$0 copay
Specialist	\$0 copay
Outpatient ambulatory surgical center	\$0 copay
Durable medical equipment	0% of the cost
Emergency services	
Emergency room care	\$0 copay for Medicare-covered emergency room visit(s)
Urgent care	\$0 copay
Other benefits	
Hearing services Vision services Chiropractic Private Duty Nursing	

Enrollment

What do I do next?

How do I enroll in this plan?



How to enroll

Enroll with the option available to you.



Contact ERS or go to your ERSONline account

Texas Employees Group Benefits Program (GBP) will get your information and enroll you in the HealthSelect MA PPO plan.



Once you enroll, Humana will mail you an enrollment kit. Your enrollment kit is an important tool. The kit includes information on your healthcare coverage along with extra services included in your Humana plan.

Humana in your neighborhood

- Austin
- Corpus Christi
- San Antonio
- Spring

Everyone is invited! Bring a friend or family member—there is no cost to join in the fun!

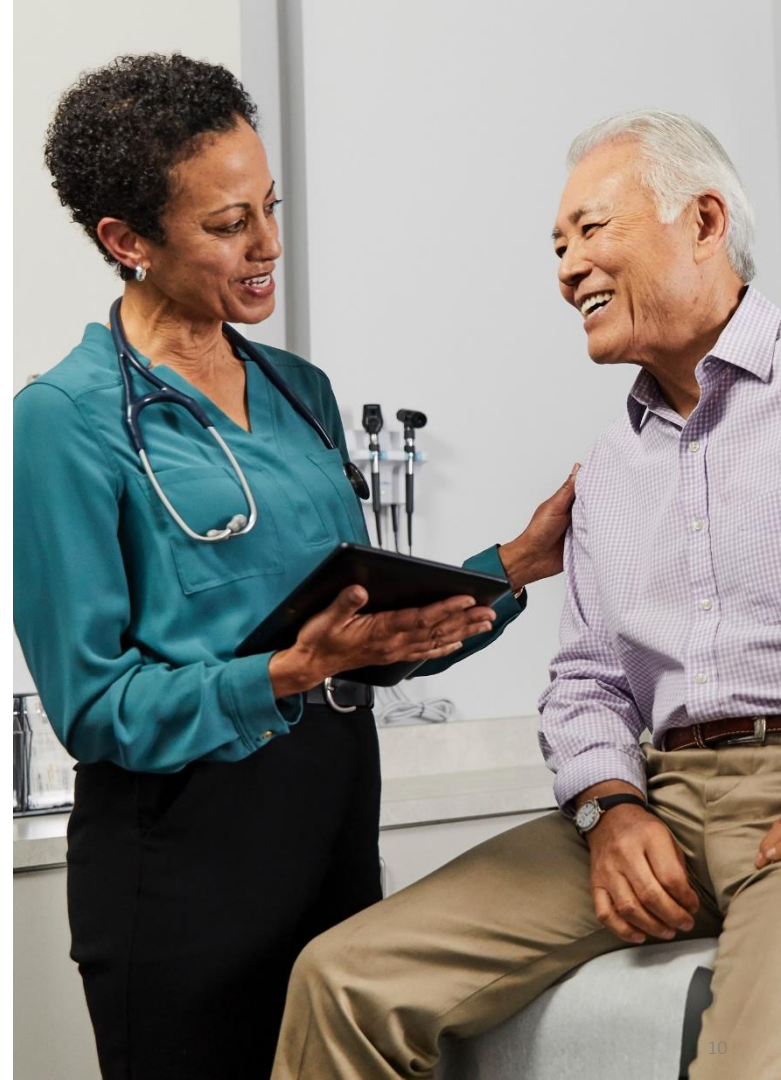
- Help with your Humana plan
- Health and wellness
- Social and fun



Building healthy provider relationships

Benefits of having a Primary Care Provider (PCP)

- Your PCP can get to know your overall health history
- You can build a trusting, long-term relationship
- Your plan doesn't require referrals to see other providers
- Your PCP will help take care of you when you're sick and help you stay healthy with preventive care



Extra benefits and resources



Extra benefits and resources



A total health and physical activity program included in your plan at no extra cost.

www.silversneakers.com



A wellness and rewards program just for Humana members, included in your plan at no extra cost.

Go365.com



Extra benefits and resources



Whether you prefer using a desktop, laptop or smartphone, you can access your healthcare information in one convenient place.

- View your plan and coverage details
- Check the status of your claims
- View electronic versions of letters sent to you
- Track your healthcare spending
- Find providers in your network
- Get tips for staying healthy

To activate your MyHumana account, go to **[Humana.com/ERSMedicareAdvantage](https://www.humana.com/ERSMedicareAdvantage)**

Extra benefits and resources

Humana Well Dine[®]

After your overnight inpatient stay in a hospital or skilled nursing facility, you're eligible for 10 nutritious meals delivered to your door at no additional cost to you.

Humana Well Dine meal plans*

- Regular
- Diabetic
- Puree
- Vegetarian
- Kosher
- Renal-support

*Not available in all markets

Extra benefits and resources



Advance care planning – MyDirectives

Use online tools to develop and share your healthcare choices by visiting [Humana.com/ERSMedicareAdvantage](https://www.humana.com/ERSMedicareAdvantage)

- Create a living will, medical power of attorney
- Make your choices known about resuscitation, life support, organ donation and autopsy
- Helps give comfort and reassurance to your family when medical emergencies happen
- Your doctors and your family will know your exact wishes
- A simple way to share information with your doctor and family members
- Available to you at no additional cost

Extra benefits and resources

Humana

At HomeSM

If you are eligible, your care manager can help you:

- Understand your doctor's advice
- Learn about and find ways to help you afford your medicine
- Make arrangements to get to medical appointments
- Make your home a safer place to live
- Provide ways to help you get meals and groceries

SmartSummary®

An overview of your health benefits and health spending throughout the year.

- Stay informed
- Clear and detailed cost and savings information
- Information you can share with your provider

You can access your SmartSummary online with your MyHumana account.

SmartSummary® **Humana.**

Your Pharmacy, Medical, and Hospital claims processed in August 2018

THIS IS NOT A BILL.
This is your "Explanation of Benefits" (EOB) and claim payments for medical, hospital and your Medicare prescription drug coverage (Part D). Please review this end page for your records. **This is not a bill.**

JOHN A. DOE
Member ID: 11245678
Plan name: S5075 (R-07/19)
Rx PCN or Rx Group number: 01200300

OVERVIEW OF YOUR AUGUST CLAIMS

Category	Amount	Humana Paid
Medical, hospital and Part B pharmacy (see page 3)	\$672.13	\$672.13
Total billed charges this month	\$672.13	\$672.13
Humana discounts	\$75.00	\$75.00
Benefit exclusions	\$13.00	\$0.00
Other insurance	\$3.59	\$0.00
Amount Humana Paid	-\$37.75	\$33.42
Your Share	\$240.78	

MEDICAL, HOSPITAL AND PART B PHARMACY COMBINED ANNUAL PLAN DEDUCTIBLE
\$1500
Your Combined Annual Plan Deductible is \$1500. You have paid **\$209.99** towards your deductible.

Part D prescription drug claims (see page 6)

Total cost this month	\$133.68	\$0.00
Extra Help from Medicare	\$0.00	\$0.00
Other Payments	-\$0.00	\$0.00
Amount Humana Paid	-\$100.25	\$33.42
Your Share	\$33.42	

PART D PRESCRIPTION DEDUCTIBLE
\$405
Your plan Deductible is \$405. You have paid **\$208.99** towards your deductible.

Your plan Maximum Out-of-Pocket is 1,500. You have paid \$5.00 towards your Maximum Out-of-Pocket this year.

YOU ARE CURRENTLY IN PART D DRUG PAYMENT STAGE: 1 2 3 4

Vision and dental claims (see page 11)

Total billed charges this month	\$520.00	\$0.00
Humana discounts	\$80.00	\$0.00
Benefit exclusions	-10.00	\$0.00
Other insurance	\$0.00	\$0.00
Amount Humana Paid	-\$330.00	\$0.00
Your Share	\$190.00	

CONTACT US IF YOU HAVE QUESTIONS OR NEED HELP:
Benefit questions:
Visit Humana.com or call 1-866-235-7451 (TTY 711). Calls to photo fulfillment are free.
Hours of operation:
Monday - Friday, 8 a.m. - 8 p.m.; Saturdays, Sundays and holidays your call may be handled by our automated phone system.

For large print or another format:
To get this material in other formats, or ask for language or braille services, call Humana Customer Care at the number on this page.

LOOKING FOR PHARMACY OR HOSPITAL CLAIMS?
JOHN DOE
123 ANY STREET
ANYWHERE, OK 12345-6789

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Stay connected with Humana

You will have a dedicated customer care team to help you with anything related to your Humana plan.

1-855-377-0001 (TTY: 711)

Monday – Friday, 7 a.m. – 8 p.m., Central time.

*My***Humana**®

Use MyHumana as an online tool to access your benefits information anytime.

Or use the MyHumana app.



Thanks for your time
and attention

Questions?

For more information:

- Refer to your enrollment kit
- Visit [Humana.com/ERSMedicareAdvantage](https://www.humana.com/ERSMedicareAdvantage)
- Call Group Medicare Customer Care



Thank you

Humana is a Medicare Advantage PPO organization and a stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. Call **1-855-377-0001 (TTY: 711)** for more information.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our Customer Care number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

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 identity, 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 **1-855-377-0001** 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>.

Auxiliary aids and services, free of charge, are available to you. 1-855-377-0001 (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. 1-855-377-0001 (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 resewva 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'hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jii'k'eh saad bee áká'ánída'áwo'déé' níká'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

YouTube Videos

Senior Athlete Pat Fujii: Runner, Role Model, Game Changer

Key words: exercise; health; start with healthy; gym

Time: 2:18 <https://www.youtube.com/watch?v=ng8zB4jq90U>

Pickleball: A Fun Way for Seniors to Get Active

Keywords: Exercise; Start with Healthy

Time: 2:05 <https://www.youtube.com/watch?v=PeBMSRiC4Qs>

New Account Setup with HumanaPharmacy.com

Key words: Simple, register

Time: 0:25 <https://www.youtube.com/watch?v=diIK8dIScbw>

Quick Refill Feature on HumanaPharmacy.com

Key words: One easy step

Time: 0:27 <https://www.youtube.com/watch?v=msUGPI6kJUU>