

# 2024 Health Plan Benefits at a Glance

Humana Gold Plus SNP-DE H1036-167 (HMO D-SNP) Charlotte

Plan Costs	
Monthly plan premium	\$0
Part B deductible	\$0
Annual out-of-pocket maximum	\$8,850 in-network  If you are eligible for Medicare cost-sharing assistance under the North Carolina, Division of Health Benefits (Medicaid), you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.
In-Network	
Doctor Office Visits	
Primary care provider (PCP)	\$0 copay
Specialist	\$0 copay
Preventive Care	
Including: Medicare covered screenings	Covered at no cost when you see an in-network provider
Telehealth Services (in addition to Original Medicare)	
Primary care provider (PCP)	\$0 copay
Specialist	\$0 copay
Urgent care services	\$0 copay
Substance abuse or behavioral health services	\$0 copay
Inpatient Care	
Acute inpatient hospital care	\$0 copay
Lab Services	
Lab tests from lab facility	\$0 copay
Lab tests from outpatient hospital facility	\$0 copay
Outpatient Care	
Outpatient surgery at ambulatory surgical center	\$0 copay

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<b>Outpatient Care (continued)</b>	
Physical therapy at therapy facility	\$0 copay
X-rays at outpatient hospital facility	\$0 copay
Diagnostic testing at outpatient hospital facility	\$0 copay
<b>Mental Health Services</b>	
Inpatient psychiatric hospital	\$0 copay
Your plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital.	
Specialist's office	\$0 copay
Outpatient hospital	\$0 copay
Partial hospitalization	\$0 copay
<b>Emergency Services</b>	
Urgently needed services at an urgent care center	\$0 copay
Ambulance services	\$0 copay
Emergency room	\$0 copay
<b>Additional Benefits &amp; Programs</b>	
Healthy Options Allowance	<p><b>\$325</b> monthly allowance on a prepaid card to use for essentials you need to support your health. This allowance can be used to buy approved products from participating retail locations (like groceries, over-the-counter health and wellness items, personal care items, home supplies, etc.) or pay for approved services (monthly living expenses like rent, non-medical transportation costs like a taxi, Uber, Lyft, etc.).</p> <p>Allowance amount cannot be combined with other allowances which may be on the Card. Unused funds will roll over to the next month and expire at the end of the plan year.</p>
Mandatory supplemental dental benefit DEN290	Included
Mandatory supplemental vision benefit VIS733	Included

## Additional Benefits & Programs (continued)

Mandatory supplemental hearing benefit HER945	Included
HMO travel benefit	Included
Transportation	<b>\$0</b> copay for plan approved location up to 48 one-way trip(s) per year. This benefit is not to exceed 75 miles per trip.
NationsMarket® Fresh, Prepared meal program	Included
Personal Home Care	Included
SilverSneakers® fitness program	Included



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# 2024 Prescription Drug Benefits at a Glance

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## Plan Highlights

### \$0 Rx Copay Benefit

If you receive "Extra Help", you will pay **\$0** for all Medicare Part D covered prescription drugs on your formulary for the entire calendar year.

### \$0 vaccines

**\$0** copay for adult Part D covered vaccines recommended by the Advisory Committee on Immunization Practices (ACIP)

If you do not receive "Extra Help" refer to Chapter 6 of the Evidence of Coverage for more details on the prescription drug benefit.

To find which pharmacies are available in your network, go to [Humana.com/pharmacyfinder](https://www.humana.com/pharmacyfinder).

Some drugs are limited to a 30-day supply

If you have questions and are a Humana member, please contact Customer Care at 1-800-457-4708 (TTY: 711).

If you are not currently a Humana member, please contact a licensed Humana sales agent at 1-844-775-9622 (TTY: 711), 8 a.m. to 8 p.m. seven days a week from Oct. 1, 2023 – Mar. 31, 2024 and Monday - Friday the rest of the year.

Humana is a Coordinated Care (HMO D-SNP) plan with a Medicare contract and a contract with the North Carolina, Division of Health Benefits (Medicaid) program. Enrollment in this Humana plan depends on contract renewal.

Your provider may choose to submit to the North Carolina, Division of Health Benefits (Medicaid) for consideration of additional secondary payment for an amount applied to deductibles, coinsurance, or copayments. Providers are required by federal regulation to accept Humana Gold Plus SNP-DE H1036-167 (HMO D-SNP) primary payment and the North Carolina, Division of Health Benefits (Medicaid) secondary payment as payment in full for covered Medicare Part A and Part B services – even when the Medicaid payment is zero or a provider chooses to not submit to Medicaid.

If you are cost-share protected by the North Carolina, Division of Health Benefits (Medicaid), Humana Gold Plus SNP-DE H1036-167 (HMO D-SNP) providers aren't allowed to collect or bill you for services and items covered under Medicare Part A and Part B, including deductibles, coinsurance, and copayments – even when Medicaid payment is zero or a provider chooses to not submit to Medicaid. If a provider asks you to pay, that's against the law. You may however be responsible for a small Medicaid copayment.

If you are cost-share protected and you are billed or asked to pay the provider for deductibles, coinsurance, or copayments on covered Medicare Part A and Part B services tell your provider you are cost-share protected and can't be charged. If you have already made payment you have the right to a refund. If your provider will not stop billing, you can call Customer Care at 1-800-457-4708 or you can call Medicare at 1-800-Medicare (1-800-633-4227), (TTY 1-877-486-2048). Customer Care or Medicare can ask your provider to stop billing you and refund any payment you have made.

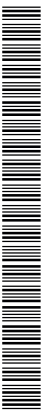
Telehealth services shown are in addition to the Original Medicare covered telehealth. Your cost may be different for Original Medicare telehealth. Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your Evidence of Coverage for additional details on what your plan may cover or other rules that may apply.

Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

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Get all your health plan details at  
**[Humana.com/Benefits](https://www.humana.com/benefits)**



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# Important

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## At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618, **877-320-1235 (TTY: 711)**.

## Auxiliary aids and services, free of charge, are available to you.

**877-320-1235 (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.

**This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.**

**Español (Spanish):** Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711)**. Horas de operación: 8 a.m. a 8 p.m. hora del este.

**繁體中文 (Chinese):** 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。