

# Group Medicare

## Provider information

Having a provider you're happy with can play an important role in your health and meeting your needs



## What if my doctor says they do not accept Humana insurance?

### Give this flyer to your provider

Once you are a member of the Humana Medicare Employer preferred provider organization (PPO) plan, sharing this information can help your provider understand how this plan works.

**Don't forget to take your Humana member ID card to your first appointment as well.**

### A message for your provider

Humana will provide coverage for this retiree under a group (or an employer-sponsored) Medicare Employer PPO plan. This retiree's in-network and out-of-network benefits are the same. This means you can provide services to this retiree or any member of this plan if you are a provider who is eligible to participate in Medicare.

**Contracted healthcare providers** – If you're a Humana Medicare Employer PPO-contracted healthcare provider, you'll receive your contracted rate.

**Out-of-network healthcare providers** – Humana is dedicated to an easy transition. If you're a provider who is eligible to participate in Medicare, you can treat and receive payment for your Humana-covered patients who have this plan. Humana pays providers according to the Original Medicare fee schedule less any member plan responsibility.

**If you need more information** about our claims processes or about becoming a Humana Medicare Employer PPO-contracted provider, call Provider Relations at **1-800-626-2741**, Monday – Friday, 8 a.m. – 5 p.m., Central time.

**NOTE:** This number is not for patient use. Patients, please call the Group Medicare Customer Care number on the back of your Humana member ID card.

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The in-network and out-of-network benefits are structured the same for any member of this plan.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our customer service 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 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.

**English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call the number on your ID card.

**Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación.

**繁體中文 (Chinese):** 注意: 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

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