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Our Commitment to You and Your Clients During COVID-19



An important communication to Humana Employer Group agents

Our plan for supporting you and your clients

As a critical partner in our efforts, we wanted to be sure you had visibility to a communication being sent to all Humana Group medical clients regarding COVID-19. Should you have any questions, please call our dedicated service line: 1-800-592-3005.

I want to share an update on steps Humana is taking to support you and your employees during the Coronavirus COVID-19 outbreak.

Care for your employees

Our highest priority remains the care of our members – your employees. Therefore, Humana will waive out-of-pocket costs, where allowed within state and federal law, associated with testing for COVID-19 for patients who meet CDC guidelines at approved laboratory locations. Self-insured plan sponsors will be able to opt-out of the program at their discretion.

Additionally, Humana is working closely with federal agencies to gain clarity on the impacts of these actions on High Deductible Health Plans and Health Savings Accounts. The CDC continues to offer free testing for coronavirus.

We are also announcing the following resources for members:

- **Telemedicine costs waived for all urgent care needs for next 90 days** – To help reduce the risk of infection and spread of disease, Humana is encouraging members to use telemedicine (e.g., video chat) as a first line of defense for all urgent care needs. The company will waive costs for telemedicine visits for urgent care needs for the next 90 days. This is limited to in-network providers delivering synchronous virtual care (live video-conferencing). Self-insured plan sponsors will be able to opt-out of the program at their discretion.
- **Early prescription refills allowed for next 30 days** – Humana is allowing early refills on prescription medicines so members can prepare for extended supply needs - an extra 30- or 90-day supply as appropriate.
- **Member support line available** – Humana has trained a specialized group of call center associates to help support members with specific coronavirus questions and concerns, including live assistance with telemedicine. Members can call Humana's toll-free customer support line, which can be found on the back of their member I.D. card, to be connected to this dedicated team of professionals.
- [Answers to members' frequently asked questions are also available online.](#)
- [An educational infographic with COVID prevention tips can be accessed here.](#)

Ongoing collaboration with health organizations

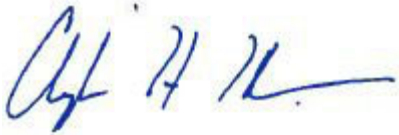
Humana will continue to be in regular contact with the Centers for Disease Control and Prevention (CDC), federal agencies, state authorities and provider partners to monitor COVID developments. We will update you as needed to ensure you have visibility to any additional steps Humana takes regarding our COVID support approach.

Steadfast commitment to supporting you

Finally, the Humana team is committed to ensuring you have the support you need. Your Humana representative will continue to be available to assist you locally. We have also established a dedicated phone service line: 1-800-592-3005 and email account COVIDquestions@humana.com to answer any COVID-19 related questions.

On behalf of the entire Humana organization, I want to assure you that we will continue to adapt our response to ensure you and your employees receive care and clarity as we navigate the COVID outbreak.

Sincerely,



Chris Hunter
President, Employer Group & Military



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