Summary of Benefits Enhanced Plan

Humana Group Medicare Advantage PPO Plan PPO 079/488

North Carolina State Health Plan





Our service area covers all 50 states, Puerto Rico, U.S. Virgin Islands and all other major U.S. Territories.



Let's talk about the **Humana Group Medicare Advantage PPO** Plan.

Find out more about the Humana Group Medicare Advantage PPO plan – including the services it covers – in this easy-to-use guide.

The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. For a complete list of services we cover, refer to the "Evidence of Coverage."

To be eligible

To join the Humana Group Medicare Advantage PPO plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

Plan name:

Humana Group Medicare Advantage PPO plan

How to reach us:

Members should call toll-free **1-888-700-2263** for questions **(TTY/TDD 711)**

Call Monday – Friday, 8 a.m. - 9 p.m. Eastern Time.

Or visit our website: your.Humana.com/ncshp

Humana Group Medicare Advantage PPO plan has a network of doctors, hospitals, and other providers. For more information, please call Humana Group Medicare Customer Care.



A healthy partnership

Get more from this plan — with extra services and resources provided by Humana!



Monthly Premium, Deductible and Limits

	IN-NETWORK OUT-OF-NETWORK	
PLAN COSTS		
Monthly premium You must keep paying your Medicare Part B premium.	For information concerning the act contact the State Health Plan's Elig Center at 1-855-859-0966.	
Medical deductible	This plan does not have a deductible.	
Maximum out-of-pocket responsibility The most you pay for copays, coinsurance and other costs for medical services for the year.	In-Network Maximum Out-of-Pocket \$3,300 out-of-pocket limit for Medicare-covered services. The following services do not apply to the maximum out-of-pocket: Part D Pharmacy; Fitness Program; Health Education Services; Meal Benefit; Post-Discharge Personal Home Care; Post-Discharge Transportation Services; Private Duty Nursing; Smoking Cessation (Additional) and the Plan Premium do not apply to the in-network maximum out-of-pocket. If you reach the limit on out-of-pocket costs, we will pay the full cost for the rest of the year on covered hospital and medical services.	Combined In and Out-of-Network Maximum Out-of-Pocket \$3,300 out-of-pocket limit for Medicare-covered services. In-Network Exclusions: Part D Pharmacy; Fitness Program; Health Education Services; Meal Benefit; Post-Discharge Personal Home Care; Post-Discharge Transportation Services; Private Duty Nursing; Smoking Cessation (Additional) and the Plan Premium do not apply to the combined maximum out-of-pocket. Out-of-Network Exclusions: Part D Pharmacy; Private Duty Nursing; Worldwide Coverage and the Plan Premium do not apply to the combined maximum out-of-pocket. Your limit for services received from in-network providers will count toward this limit. If you reach the limit on out-of-pocket costs, we will pay the full cost for the rest of the year on covered hospital and medical services.

© Covered Medical and Hospital Benefits			
	IN-NETWORK	OUT-OF-NETWORK	
ACUTE INPATIENT HOSPITAL CARI			
This plan covers an unlimited number of days for an inpatient hospital stay. Except in an	\$125 copay per day for days 1-10 \$0 copay starting with day 11	\$125 copay per day for days 1-10 \$0 copay starting with day 11	
emergency, your doctor must tell the plan that you are going to be admitted to the hospital.	30 copay starting with day 11	30 copay starting with day 11	
OUTPATIENT HOSPITAL COVERAG	E		
Outpatient hospital visits	\$0 to \$250 copay	\$0 to \$250 copay	
Observation services	\$0 copay	\$0 copay	
Ambulatory surgical center	\$250 copay	\$250 copay	
DOCTOR OFFICE VISITS			
Primary care provider (PCP)	\$10 copay	\$10 copay	
	\$0 copay for virtual visit	\$0 copay for virtual visit	
	For virtual visit only: In-network provider must have the ability and be qualified to offer virtual medical visits.	For virtual visit only: Out-network provider must have the ability and be qualified to offer virtual medical visits.	
Specialists	\$35 copay	\$35 copay	
	\$0 copay for virtual visit	\$0 copay for virtual visit	
	For virtual visit only: In-network provider must have the ability and be qualified to offer virtual medical visits.	For virtual visit only: Out-network provider must have the ability and be qualified to offer virtual medical visits.	
PREVENTIVE CARE			
Including: Annual Wellness Visit, flu vaccine, colorectal cancer and breast cancer screenings. Any additional preventive services approved by Medicare during the contract year will be covered.	\$0 copay for Medicare-covered preventive services \$0 copay for a supplemental annual physical exam	\$0 copay for Medicare-covered preventive services \$0 copay for a supplemental annual physical exam	

Covered Medical and Hospital Benefits			
	IN-NETWORK	OUT-OF-NETWORK	
EMERGENCY CARE			
Emergency room If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for emergency care. See the "Inpatient Hospital Care" section of this booklet for other costs.	\$65 copay for Medicare-covered emergency room visit(s)	\$65 copay for Medicare-covered emergency room visit(s)	
Urgently needed services Urgently needed services are care provided to treat a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical attention.	\$10 to \$40 copay	\$10 to \$40 copay	
DIAGNOSTIC SERVICES, LABS AND	IMAGING		
Diagnostic radiology	\$0 to \$100 copay	\$0 to \$100 copay	
Lab services	\$0 to \$10 copay	\$0 to \$10 copay	
Diagnostic tests and procedures	\$0 to \$40 copay	\$0 to \$40 copay	
Outpatient X-rays	\$0 to \$40 copay	\$0 to \$40 copay	
Radiation therapy	\$10 to \$40 copay	\$10 to \$40 copay	
HEARING SERVICES			
Medicare-covered hearing: diagnostic hearing and balance exams	\$35 copay	\$35 copay	
Routine hearing	\$0 copay for fitting/evaluation, routine hearing exams up to 1 per year.	\$0 copay for fitting/evaluation, routine hearing exams up to 1 per year.	
	\$500 combined in and out of network maximum benefit coverage amount for both hearing aid(s) (all types) up to 2 every 3 years.	\$500 combined in and out of network maximum benefit coverage amount for both hearing aid(s) (all types) up to 2 every 3 years.	
		Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.	

\$35 copay

\$35 copay

DENTAL SERVICES

Medicare-covered dental

Covered Medical and Hospital Benefits			
	IN-NETWORK	OUT-OF-NETWORK	
VISION SERVICES			
Medicare-covered vision services	\$35 copay	\$35 copay	
Medicare-covered diabetic eye exam	\$0 copay	\$0 copay	
Medicare-covered glaucoma screening	\$0 copay	\$0 copay	
Medicare-covered eyewear (post-cataract)	\$0 copay	\$0 copay	
Routine vision	\$35 copay for routine exam (includes refraction) up to 1 per year.	\$35 copay for routine exam (includes refraction) up to 1 per year.	
		Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.	
MENTAL HEALTH SERVICES			
Inpatient The inpatient hospital care limit applies to inpatient mental	\$125 copay per day for days 1-10	\$125 copay per day for days 1-10	
services provided in a general hospital or a psychiatric facility. Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital. 190 day lifetime limit in a psychiatric facility.	\$0 copay starting with day 11	\$0 copay starting with day 11	
Outpatient group and individual therapy visits	\$10 to \$40 copay	\$10 to \$40 copay	
SKILLED NURSING FACILITY (SNF)			
This plan covers up to 100 days in a SNF.	\$0 copay per day for days 1-20 \$50 copay per day for days 21-100	\$0 copay per day for days 1-20 \$50 copay per day for days 21-100	
No 3-day hospital stay is required.	21-100	21-100	
Plan pays \$0 after 100 days.			

Covered Medical and Hospital Benefits			
	IN-NETWORK	OUT-OF-NETWORK	
AMBULANCE			
Per date of service regardless of the number of trips. Limited to Medicare-covered transportation.	f \$75 copay \$75 copay		
PART B PRESCRIPTION DRUGS			
Medicare Part B covered drugs	\$0 to \$50 copay	\$0 to \$50 copay	
Medicare Part B insulin drugs	\$0 to \$35 copay	\$0 to \$35 copay	
	r a one-month supply of each Part B in sulin is administered (or used) in insul		
ACUPUNCTURE SERVICES			
Medicare-covered acupuncture This plan allows services to be received by a provider licensed to perform acupuncture or by providers meeting the Original Medicare provider requirements.	\$35 copay for acupuncture for chronic low back pain visits up to 20 combined in and out of network visit(s) per year.	\$35 copay for acupuncture for chronic low back pain visits up to 20 combined in and out of network visit(s) per year. Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.	
ALLERGY			
Allergy shots & serum	\$0 copay	\$0 copay	
CHIROPRACTIC SERVICES			
Medicare-covered chiropractic visit(s)	\$20 copay	\$20 copay	
Routine chiropractic visit(s)	\$20 copay for routine chiropractic visits up to unlimited combined in and out of network visit(s) per year.	\$20 copay for routine chiropractic visits up to unlimited combined in and out of network visit(s) per year. Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.	

FOOT CARE (PODIATRY)

Medicare-covered foot care \$35 copay \$35 copay

\$0 copay

\$0 copay

Note: A cost share range may display, depending on the service and where the service is provided. Some services require prior authorization.

DIABETES MANAGEMENT TRAINING

Covered Medical and Hospital Benefits				
	IN-NETWORK	OUT-OF-NETWORK		
Routine foot care	\$35 copay for routine podiatry visits up to 6 combined in and out of network visit(s) per year.	\$35 copay for routine podiatry visits up to 6 combined in and out of network visit(s) per year. Benefits received out-of-network are subject to any in-network benefit maximums, limitations, and/or exclusions.		
HOME HEALTH CARE				
	\$0 copay	\$0 copay		
MEDICAL EQUIPMENT/SUPPLIES				
Durable medical equipment (like wheelchairs or oxygen)	20% of the cost	20% of the cost		
Medical supplies (includes but not limited to: catheters, IV set-up and supplies)	20% of the cost	20% of the cost		
Prosthetics (artificial limbs or braces)	20% of the cost	20% of the cost		
Diabetes monitoring supplies	\$0 copay	\$0 copay		
Medicare-covered therapeutic Continuous Glucose Monitor (CGMs) and supplies				
OUTPATIENT SUBSTANCE ABUSE				
Outpatient group and individual substance abuse treatment visits	\$10 to \$40 copay	\$10 to \$40 copay		
PRIVATE DUTY NURSING				
\$5,000 combined In & Out-of-Network maximum benefit coverage amount per year	20% of the cost	20% of the cost		
REHABILITATION SERVICES				
Occupational and speech therapy	\$20 copay	\$20 copay		
Cardiac rehabilitation	\$20 copay	\$20 copay		
Pulmonary rehabilitation	\$20 copay	\$20 copay		

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	IN-NETWORK	OUT-OF-NETWORK
RENAL DIALYSIS		
Renal dialysis	\$0 copay	\$0 copay
Kidney disease education services	\$0 copay	\$0 copay
HUMANA IN-NETWORK TELEHEAL	TH VENDORS, i.e. MDLive (in addi	tion to Original Medicare)
Primary care provider (PCP)	\$0 copay	Not Covered
Specialist	\$0 copay	Not Covered
Urgent care services	\$0 copay	Not Covered
Substance abuse or behavioral health services	\$0 copay	Not Covered
ADDITIONAL MEDICAL BENEFITS		
Chronic care management	\$0 copay	\$0 copay

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Covered Medical and Hospital Benefits

	IN-NETWORK	OUT-OF-NETWORK
FITNESS AND WELLNESS		
	Live a healthier, more active life that at participating SilverSneakers ® l	nrough fitness and social connection ocations and online.
HEALTH EDUCATION SERVICES		
	Personal Health Coaching is an int on-line and telephonic wellness co who elect to participate, for wellne management, nutrition, exercise, management, and blood sugar m	paching for Medicare participants ess improvement, including weight back care, blood pressure
MEAL BENEFIT		
	After a member's overnight inpati nursing facility, members are eligi their door at no cost.	ent stay in a hospital or skilled ble for nutritious meals delivered to
POST-DISCHARGE PERSONAL HO	ME CARE	
	After a member's overnight inpati	ent stay in a hospital or skilled

dressing, toileting, walking, eating and preparing meals. POST-DISCHARGE TRANSPORTATION SERVICES

After a member's overnight inpatient stay in a hospital or skilled nursing facility, members are provided transportation to plan approved locations by rideshare services, car, van or wheelchair accessible vehicle at no cost.

nursing facility, members may receive assistance performing activities of daily living within the home. Types of assistance include bathing,

SMOKING CESSATION (ADDITIONAL)

A comprehensive smoking cessation program available online, email and phone. Personal coaches assist via establishing goals and providing articles and resources to aid in the effort to quit smoking.

HOSPICE

You must get care from a Medicare-certified hospice. You must consult with this plan before you select hospice.

Notes	 	

Notice of Non-Discrimination

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate or exclude people because of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Humana Inc.:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **1-877-320-1235** (**TTY: 711**). Hours of operation: 8 a.m. – 8 p.m., Eastern time. If you believe that Humana Inc. has not provided these services or discriminated on the basis of race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services, you can file a grievance in person or by mail or email with Humana Inc.'s Non-Discrimination Coordinator at P.O. Box 14618, Lexington, KY 40512-4618, **1-877-320-1235** (**TTY: 711**), or **accessibility@humana.com**. If you need help filing a grievance, Humana Inc.'s Non-Discrimination Coordinator can help you.

You can also file a 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, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019**, **800-537-7697 (TDD)**.

California members:

You can also file a civil rights complaint with the California Dept. of Health Care Services, Office of Civil rights by calling **916-440-7370 (TTY: 711)**, emailing **Civilrights@dhcs.ca.gov**, or by mail at: Deputy Director, Office of Civil Rights, Department of Health Care Services, P.O. Box 997413, MS 0009, Sacramento, CA 95899-7413. Complaint forms available at:

http://www.dhcs.ca.gov/Pages/Language Access.aspx.

This notice is available at www.humana.com/legal/non-discrimination-disclosure.

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-320-1235 (TTY: 711). Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-320-1235 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务,帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务,请致电 1-877-320-1235 (听障专线: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問,為此我們提供免費的翻譯服務。如需翻譯服務,請致電 1-877-320-1235 (聽障專線: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-877-320-1235 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-877-320-1235 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vị cần thông dịch viên xin gọi 1-877-320-1235 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-877-320-1235 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-877-320-1235 (TTY: 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-877-320-1235 (ТТҮ: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بخطتنا الصحية أو خطة الأدوية الموصوفة لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على (711 :717) 1235-320-1. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-877-320-1235 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-877-320-1235 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-877-320-1235 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-877-320-1235 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-877-320-1235 (TTY: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康保険と処方薬プランに関するご質問にお答えするために、無料の通訳サービスをご用意しています。通訳をご用命になるには、1-877-320-1235 (TTY:711) にお電話ください。日本語を話す者が支援いたします。これは無料のサービスです。





You can see this plan's provider directory at **your.Humana.com/ncshp**, click on 'Tools and resources' then click 'Find a doctor' or call us at 1-888-700-2263 and we will send you one.

Humana is a Medicare Advantage PPO plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal.

If you want to compare this plan with other Medicare health plans, you can call your employer or union sponsoring this plan to find out if you have other options through them.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

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your.Humana.com/ncshp