

In-home assessment may offer you new insights on your health

What is the assessment?

Humana's In-home Health and Well-being Assessment (IHWA) is another way to get a detailed health review in your home. Humana makes it easy to have an extra set of eyes and ears for your physician so you can get the care you need and receive helpful resources.

Why should I have an IHWA?

The IHWA benefits you by providing additional valuable information to show your personal health picture, including:

- One-on-one time with a licensed medical professional to seek advice, discuss how you're feeling and make sure you know about preventive measures that could help you
- An up-to-date review of all the medicines you take, both prescription and over-the-counter
- Answers to your questions about your health or the plan your doctor has recommended you follow*

What is involved?



Screenings: Review of recommended screenings based on your age and health status.



Education: Relevant information on health conditions, medicines and preventive care.



Medication management: Details about the meds you take, such as benefits and side effects, as well as answers to your questions or suggestions about how to take your meds.



In addition, based on the results of your assessment, Humana may suggest resources that can help improve your life, such as regular calls from a nurse or behavioral health services.

* The licensed medical professional conducting your assessment will never make changes to the plan your doctor has recommended that you follow.



Who does the assessment?

A licensed medical professional who may be a nurse practitioner, physician assistant or doctor will complete your assessment. Your licensed medical professional will not order or perform tests or procedures or prescribe medications.

What happens after the assessment?

You will receive a brief report that will highlight suggested topics to discuss with your doctor at your next visit, and recommended exams and screenings. Humana will also mail a more detailed summary to your doctor.



The IHWA is a yearly service included in your Medicare Advantage plan at no additional cost to you.

And the IHWA does not replace your annual wellness visit or other visits to your regular doctor. This is simply a way to support the care you're already receiving—in the privacy of your home at no additional cost to you.

Humana

 **The Pension Boards**
United Church of Christ, Inc.

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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, gender identity, ancestry, ethnicity, marital status, religion, or language. 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 **877-320-1235** 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 their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

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.

Language assistance services, free of charge, are available to you. 877-320-1235 (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 resevwa 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'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowol.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك