

Your primary care provider is your partner in health

Take this flyer with you when visiting your primary care provider



TRS-Care Medicare Advantage PPO Plan

- Beginning Jan. 1, 2020, you will no longer pay a deductible for primary care provider (PCP) office visits
- You will pay a copay of \$5 for sick visits
- PCP copays apply to the maximum out-of-pocket and not the deductible
- Preventive care still covered at 100%
- Not required to designate a PCP
- PCPs are considered one of the following: family practice, general practice, internal medicine

Benefits of having a primary care provider

Having a relationship with your PCP is an important step in managing your health. Having a PCP you're happy with can play an important role in keeping you healthy and active.

- Having a PCP will allow you to build a trusting, long-term relationship, which may make it easier to talk about personal health matters
- Your PCP will get to know your overall health history and can guide you toward preventive care to help you be healthy and active
- A PCP you trust will help you navigate the health care system, whether you have a chronic condition or want to stay healthy
- Your PCP will help take care of you when you're sick and help you stay healthy with preventive care

Find a primary care provider today!

Go to **[Humana.com/FindaDoctor](https://www.humana.com/FindaDoctor)** to find provider phone numbers, addresses and directions. You can also call Group Medicare Customer Care at the number on the back of your Humana member ID card.

Humana®



What to ask a PCP

- ☐ Is the doctor taking new patients?
- ☐ Is the doctor part of a group practice? If so, who are the other doctors that might sometimes see or help treat you?
- ☐ Who will see you if your doctor isn't available?
- ☐ Which hospital does the doctor use? If you have a medical condition, does the doctor have experience treating it?
- ☐ Does the doctor have special training or certifications?
- ☐ Do they offer evening or weekend appointments?
- ☐ What is the cancellation policy?
- ☐ How long will it take to get an appointment?
- ☐ How long do appointments usually last?
- ☐ Can you get lab work and x-rays done in the office?
- ☐ If you're more comfortable speaking in a language besides English, is there a doctor or nurse who speaks that language?

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

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 **1-800-320-9566** (TTY: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-320-9566** (TTY: 711).

繁體中文 (Chinese): 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 **1-800-320-9566** (TTY：711)。

Humana®