



Installation Administration & Services

Newsletter for our Employer Groups provided by your Humana Single Point of Contact (SPOC)

December 2020 - Please note, not all of our Large Group Commercial Plans have all of the products referenced

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Wishing you and your associates a Happy Holiday season!

From your Humana Single Point of Contact (SPOC).

COVID-19 Update

As the pandemic forges on, Humana continues to evaluate its business practices regarding COVID and make adjustments as needed. Recently, some decisions have been made regarding Humana’s approach to the coronavirus. The details are:

- **New! Actively at Work Provisions** – it was decided to extend our current Actively at Work provisions through March 31, 2021.
- **New! Doctor On Demand** – the cost share will remain \$0 for COVID and non-COVID virtual visits for medical, non-medical and behavioral health through March 31, 2021. This is specific to Doctor on Demand virtual visits only.
- **COVID Testing** – all COVID testing remains covered at \$0 cost share until January 2021. This continues to be monitored and could be extended in accordance with the public health emergency mandates.
- **COVID Treatment** – effective January 1, 2021, members’ normal benefits and cost sharing will apply for COVID treatment, including labs, hospitalization, etc., for Commercial group members. This is a change to an October decision that stated treatment cost share would be covered at \$0 if the member had a positive COVID test. This change will not apply to Humana’s Retail members.

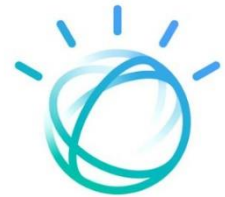
COVID Vaccine

The news has been abuzz with the possibility of two viable COVID vaccines being approved for distribution soon. At this time, there are multiple variables and unknowns around COVID vaccines, but Humana’s senior leaders are monitoring the situation closely. Details about our vaccine approach will be shared as soon as they are finalized.



Confirm Enrollment and check Eligibility through Humana Secure Chat

Members newly enrolled or eligible for Humana insurance can access Humana's Secure Chat Assistant to confirm or check their status. Humana's Secure Chat Assistant is available 24/7, 365 days a year, and accessible through the MyHumana.com portal.



The tool was initially rolled out to agents and employers in August, and since October members have also benefited from the ease and simplicity of Secure Chat. One of the first steps on the healthcare journey involves members enrolling in the Humana plan. Once registered on MyHumana.com, simply log into the MyHumana.com portal, select 'Ask another question', type 'confirm enrollment' or 'check eligibility', and follow the prompts.

Here are other topics that the Secure Chat Assistant can help with:

- Benefits
- Claims
- COVID-19
- ID Cards
- Web Navigation



We want to hear from you about your experiences with the Secure Chat Assistant. Your feedback will help us improve this feature and enable us to keep delivering the answers you need.

Please complete the one question survey that asks about your satisfaction with Secure Chat Assistant. You can also send feedback directly via email to WatsonChat@humana.com.



What Happens When My Plan Year Renews – Go365



A lot of questions come up when a new plan year begins. What happens to my Points? What happens to my Status? What about my Bucks? These are all great questions! Answers are found in our Go365 Community website.

[Click here](#) to connect to our Go365 Help and Resources Community Page.

We are reading and listening! Voice of the Consumer (VOC) SPOC Surveys

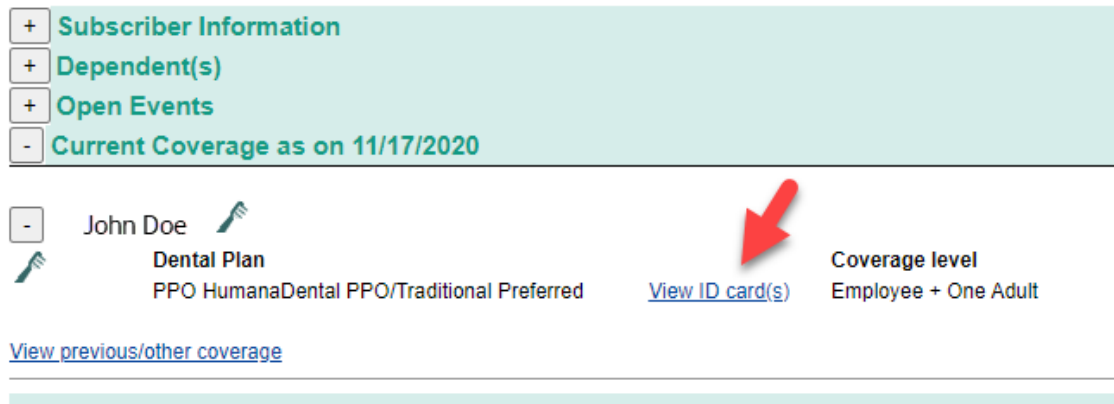
Your SPOC sends out Voice of the Consumer (VOC) Surveys throughout the year and each survey response is reviewed. Suggestions and recommendations are then submitted to our Operational teams for consideration. Below is an example of a new enhancement!

Survey Feedback:

Wish you could look up members ID card by last name instead of having to look up the social?

Enhancement from Feedback:

We recently added a link to ID card center in the Employer Portal (HRBA). If the member is searched by name in HRBA the ID card can be opened from there:



The screenshot shows a user interface with a light blue header containing four expandable menu items: '+ Subscriber Information', '+ Dependent(s)', '+ Open Events', and '- Current Coverage as on 11/17/2020'. Below this is a member profile for 'John Doe' with a pencil icon for editing. The profile includes a 'Dental Plan' section with the text 'PPO HumanaDental PPO/Traditional Preferred' and a 'Coverage level' section with the text 'Employee + One Adult'. A blue link labeled 'View ID card(s)' is positioned between the dental plan and coverage level sections, and a red arrow points to it. At the bottom of the profile section, there is a blue link labeled 'View previous/other coverage'.

We have other enhancements in development. We are targeting 2021 for release. Interested in participating in user testing? If so, please let your SPOC know you would like to participate.

Humana – Employee Assistance Program (EAP)

Is your office holiday party cancelled? Will restrictions on gatherings in your state mean that your employees might not get to visit with loved ones this season? If the holidays are more of a source of stress this year than cheer we want to remind you that Humana EAP is here for all of your employees, not just enrolled members.

LIFE MADE EASIER. FOR FREE, CONFIDENTIAL EAP ASSISTANCE, Call: 1-866-440-6556 TTY: 711

Sign in: Humana.com/eap Username: eapt Password: eapt

HELPFUL TIPS on Information needed by your SPOC:



Service Issues & Support



MEDICAL, DENTAL AND VISION CLAIMS

We need at least one identifier to begin our review:

- Claim number
- Date of service and Provider

If the Member is being billed try to obtain a copy of the invoice.

This provides us with all the details needed to see the entire picture.



PHARMACY CLAIMS FOR DIRECT MEMBER REIMBURSEMENT

The Member should complete the Prescription Drug Claim Form if they need to submit a request for reimbursement. Your SPOC can provide this form or it can be found on Humana.com. Parts 1, 2 & 3 outline exactly what's needed in order to review.

Complete list of items needed:

- Prescription Drug Claim Form
- Prescription drug receipt
- Proof of payment / store receipt



PHARMACY BENEFITS

To ensure we communicate correct Pharmacy benefits, please provide the following details:

- Drug Name (brand or generic)
- Dosage (10 MG, 4 ML etc.)
- Quantity (How many capsules, tablets, syringes etc.)
- Frequency (Per day, month etc.)



Employer Web Portal – New Report – Enrollment Verification



A new report has been added to the Employer Portal (HRBA) home page which allows users to check the status of transactions entered within the last 30 days.

There are three possible statuses which may be displayed:

- In-Process – This indicates that the transaction has not yet reached the platform.
- Completed – This indicates that the transaction has reached the platform and is complete.
- Denied – This indicates that the transaction was not acceptable. Generally, this status means that an enrollment was attempted outside of the open enrollment period.

Need help? Have questions? Contact your SPOC.

We are here to help! If you have any questions,
just contact us.....

