

# 2022 Gold Plus HMO H4461 Plan

**Humana**<sup>®</sup>

A more human way  
to healthcare™

Every year, Medicare evaluates plans based on a 5-star rating system



5 out of 5 star rating  
by Centers for Medicare  
and Medicaid Services



# 5 stars. \$0 premium. You win.

Get the only Medicare plan in <location> awarded the highest quality rating by the Centers for Medicare and Medicaid Services

**Humana**<sup>®</sup> *A more human way  
to healthcare<sup>™</sup>*

Every year, Medicare evaluates plans based on a 5-star rating system



# High ratings, low premiums

Get the only Medicare plan in <location> awarded 5 stars for quality by the Centers for Medicare and Medicaid Services

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## 5 stars. \$0 premium. You win.

Get the only Medicare plan in <location>  
awarded the highest quality rating by the  
Centers for Medicare and Medicaid Services

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A more human way to healthcare<sup>™</sup>

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Humana is a Medicare Advantage [HMO, PPO, PFFS] organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, age, disability, sex, marital status, gender, sexual orientation, gender identity, or religion. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, ancestry, age, disability, sex, marital status, gender, 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 **1-877-320-1235** (TTY: 711). **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-320-1235** (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 **1-877-320-1235** (TTY: 711)。



# Get the top-rated Medicare Advantage plan in <location>

## High customer satisfaction with low monthly premiums

Choosing a Medicare plan isn't always easy. But with the <plan name>, you're choosing the only Medicare Advantage plan in <location> rated 5 stars by the Centers for Medicare and Medicaid Services, so you can be confident in your coverage.

### The 5-star rating reflects:

-  Quality of member experiences
-  Low number of member complaints
-  Outstanding customer service
-  Excellent management of chronic conditions, screenings and vaccinations

If you are currently enrolled in a Medicare Advantage plan rated lower than 5 stars, you may be eligible to switch to the <plan name> between December 8, 2021 and November 30, 2022—the 5-star Special Enrollment Period.

 **To learn more, contact a licensed Humana sales agent.**

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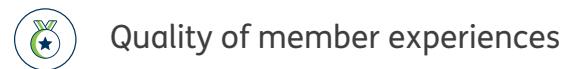
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# Get the top-rated Medicare Advantage plan in <location>

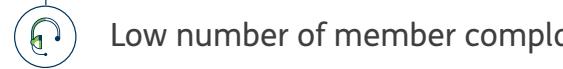
## High customer satisfaction with low monthly premiums

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### The 5-star rating reflects:



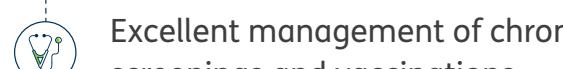
Quality of member experiences



Low number of member complaints



Outstanding customer service



Excellent management of chronic conditions, screenings and vaccinations

If you are currently enrolled in a Medicare Advantage plan rated lower than 5 stars, you may be eligible to switch to the <plan name> between December 8, 2021 and November 30, 2022—the 5-star Special Enrollment Period.



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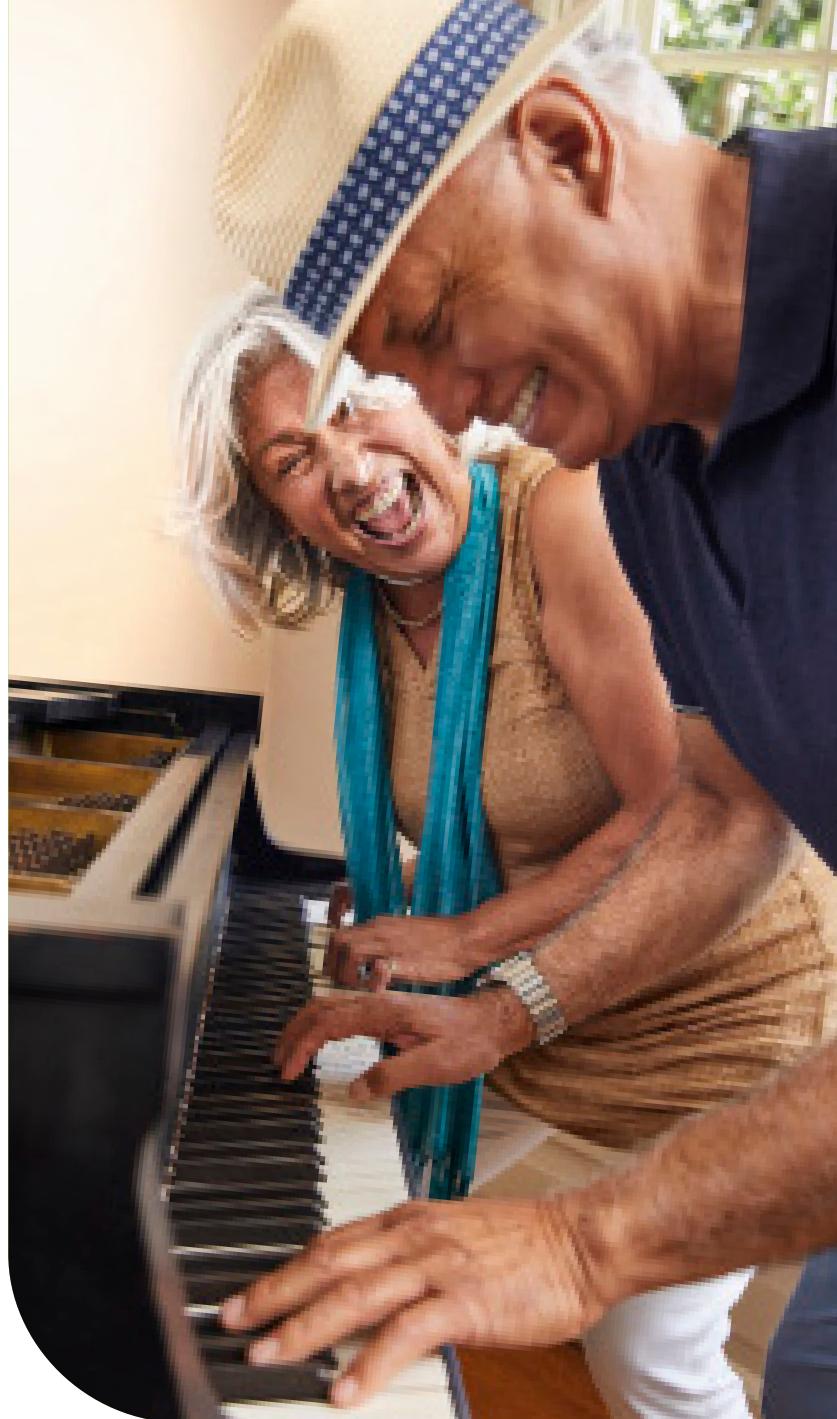
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DIN



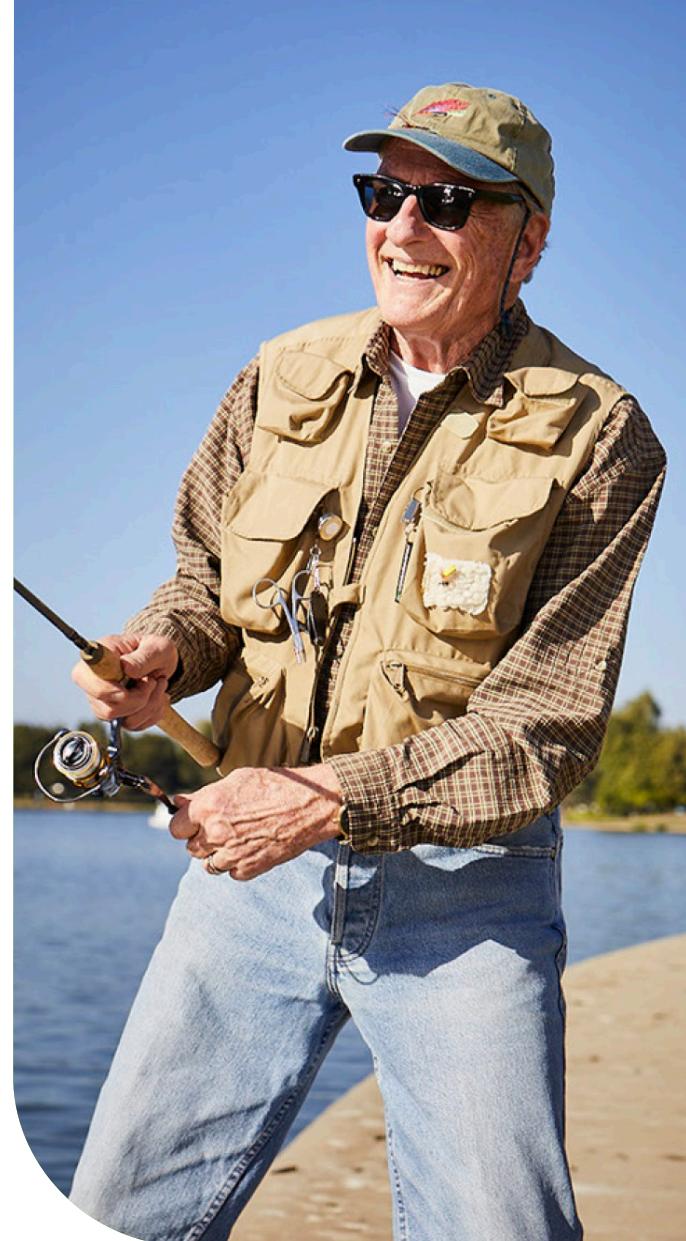
# 5 stars. Low premiums.

## Choosing a Medicare plan just got easier

When you enroll in <plan name>, you can be confident you're getting the best possible coverage and the best possible value. That's because it's the only Medicare Advantage plan in <location> that's been awarded 5 stars—the highest possible quality rating—by the Centers for Medicare and Medicaid Services.

## This rating is based on the plan's:

-  Quality of member experiences
-  Low number of member complaints
-  Outstanding customer service
-  Excellent management of chronic conditions, screenings and vaccinations



If you are currently enrolled in a Medicare Advantage plan rated lower than 5 stars, you may be eligible to switch to the <plan name> between December 8, 2021 and November 30, 2022—the 5-star Special Enrollment Period.



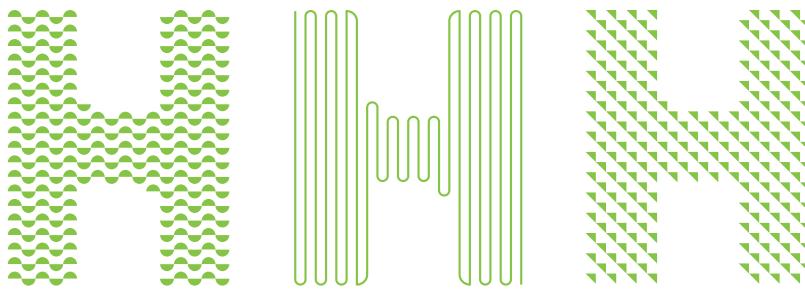
To learn more, contact a licensed Humana sales agent.

# Humana®

Every year, Medicare evaluates plans based on a 5-star rating system.

Humana is a Medicare Advantage [HMO, PPO, PFFS] organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal.

DIN



## No more guesswork. Just the top-rated Medicare Advantage plan in <location>.

### Quality care, value and peace of mind

Choosing a Medicare plan can be challenging as you try to figure out your options. But we've made it a little easier for you. The <plan name> is the only Medicare Advantage plan in <location> that's been awarded 5 stars by the Centers for Medicare and Medicaid Services. That means when you enroll, you can be confident you'll be getting a quality healthcare plan that's also an excellent value with a low monthly premium.

If you are currently enrolled in a Medicare Advantage plan rated lower than 5 stars, you may be eligible to switch to the <plan name> between December 8, 2021 and November 30, 2022—the 5-star Special Enrollment Period.



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# Humana®

Every year, Medicare evaluates plans based on a 5-star rating system.

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DIN

The Centers for  
Medicare and Medicaid  
Services 5-star rating  
is based on:



Quality of member  
experiences



Low number of  
member complaints



Outstanding  
customer service



Excellent management  
of chronic conditions,  
screenings and vaccinations

<TURNING 65 OR NEW TO MEDICARE?>

# A Medicare plan that (almost) sells itself

**You and your clients both win with the only CMS 5-star rated plan in <location>**

As an agent, you want to help make sure your clients receive the best care that fits their budget. When you help them enroll in the <plan name>, you can be confident they are getting high-quality coverage and value, too, with a low monthly premium. That's because it's the only Medicare Advantage plan in <location> awarded 5 stars for quality by CMS. This rating is based on:

- Quality of member experiences
- Low number of member complaints
- Outstanding customer service
- Excellent management of chronic conditions, screenings and vaccinations

Your clients currently enrolled in a Medicare Advantage plan rated lower than 5 stars may be eligible to switch to <plan name> during a special five-star Special Enrollment Period, which runs from December 8, 2021 to November 30, 2022.

**Please join us to learn more about your 2022 Humana Medicare Advantage plan:**

<Virtual: Location, Webex, Zoom, etc.>

<Address or meeting URL/number>

<Month Day> <0 p.m.>

<Virtual: Location, Webex, Zoom, etc.>

<Address or meeting URL/number>

<Month Day> <0 p.m.>



**<Call to schedule a virtual meeting with a licensed <Humana> sales agent>**



<Rep Name>

<Rep License>

**<000-000-0000>**

**(TTY: 711)**

<Monday – Friday, 8 a.m. – 8 p.m.>

¿En español? Llame al 000-000-0000 (TTY: 711)

<email@humana.com>

<Humana.com/RepURL>

<FacebookPage/URL>

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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, marital status, or religion. 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 **1-877-320-1235** 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, **1-800-368-1019, 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: **1-800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. **1-877-320-1235 (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. **1-877-320-1235 (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):** Wódahí béis̄h bee hanií bee wolta’ígíí bich’í’ hódíílnih éí bee t’áá jiik’eh saad bee áká’ánída’áwo’déé niká’adoowol̄.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك