

Humana Medicare Advantage makes it easy to get your vision care

An exam may catch eye problems early, which can help prevent vision loss. Your Humana Medicare Advantage plan covers your visit. The American Academy of Ophthalmology recommends adults ages 65 and older get complete eye exams every one to two years.¹



Know what vision benefits are included in your Humana Medicare Advantage plan

Your Summary of Benefits includes the details of your benefits. Benefits vary by plan. All Humana Medicare Advantage plans include **medical vision benefits**. Most plans also include routine vision benefits (they may be embedded in the Medicare Advantage plan or available for an additional premium).

Medical vision benefits

- Medicare covered services (such as eye visits for eye disease or eye injuries, and eye surgeries)
- Diabetic eye exam
- Glaucoma screening
- Eyewear – post cataract

Routine vision benefits

- Indicated by VIS +3 digit number on the back of your member ID card. They include an eye exam with refraction, and may include benefits for frames and lenses (or contact lenses).



Know your benefits

You can view your vision benefits in your Medicare Advantage plan's Summary of Benefits or the Evidence of Coverage, which you can find in your online secure member account at **MyHumana.com**. Those documents will provide you with details of the covered benefits, frequencies and the provider network. If you have any questions about your benefits, you can also call Customer Care (the phone number is on the back of the ID card).



The six-character VIS code indicates your routine vision benefits if they are part of your plan.



Where to find a provider for your routine vision benefits

This varies depending on which routine vision benefit your Medicare Advantage plan has:

1. If your routine vision benefits are indicated by VIS + 7 + 2 digits, then you will find your routine Eyemed vision benefits in the online vision provider directory: **Humana.com** > find a provider > vision > Medicare Advantage
2. If your routine vision benefits are indicated by VIS + 2 digits, then you will find in-network providers within the medical directory for your Medicare Advantage plan: **Humana.com** > find a provider > Medical > Specialist (choose optician, or ophthalmologist, or other vision specialist)



Where to find a provider for your medical vision benefits

To find providers for your medical vision benefits, look for vision specialists (such as optician, ophthalmologist, etc.) within the medical network of your plan. These providers file medical claims with Humana for these services. Humana.com > find a provider > Medical > Medicare > zip code > > specialist > vision

Note: Routine vision exams are not medical benefits, and therefore should not be filed as a medical claim. Routine vision exams with refraction are a routine vision benefit.

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): Wóda'í béesh 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