

Humana High Value Network

Kansas City PPOx



Personalized care. Real value.

When it comes to your health, you shouldn't compromise. You should feel confident knowing you're in good hands—that you're getting the best possible care from doctors you can trust. You also want value. Humana's High Value Network is a local healthcare community that delivers the personalized care you expect at a lower cost.



Healthcare, simplified

The right care at the right time and the right place. Your Kansas City PPOx High Value Network is a community of local healthcare professionals right where you live and work. All your care starts with your primary care physician (PCP), someone who knows you and your unique health needs.

Your PCP coordinates all your care, guiding you through the healthcare system and advising you when you need to see an in-network specialist. You'll save time and worry searching for the right provider. You'll also save money by staying within the Kansas City PPOx network.

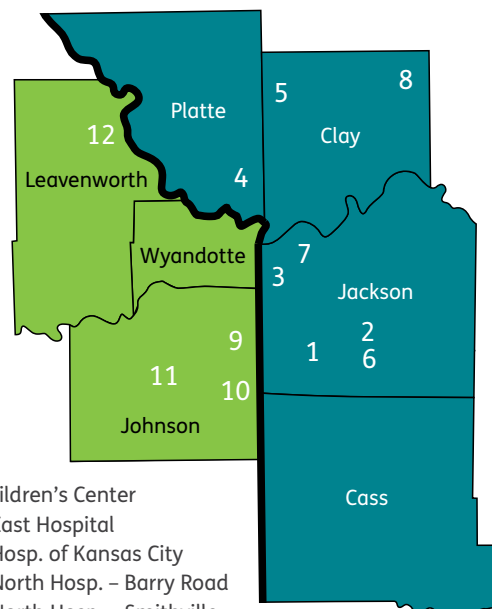


Your local care network

The Kansas City PPOx High Value Network features:

- **Saint Luke's Health System.** Nationally ranked by U.S. News & World Report in seven specialties including the region's only adult heart transplant program, treatment for complex brain and spinal cord diseases, the nation's leading stroke reversal program, a Level I trauma center, liver and kidney transplantation programs, a Level IIIb neonatal ICU, electronic ICU patient care, a nationally recognized children's behavioral health center and five community locations with less than a 10-minute wait to see a physician.
- **Children's Mercy Hospital.** Nationally ranked by U.S. News & World Report in 10 specialties including cancer, cardiology, diabetes, gastroenterology, neonatology, nephrology, neurology, orthopedics, pulmonology and urology. Children's Mercy seeks to improve the health and well-being of children by providing comprehensive, family-centered healthcare.
- **Olathe Medical Center.** Named one of the 2017 "Best Companies to Work for" by Ingram's Magazine, is Joint Commission accredited and a Certified Chest Pain Center and Primary Stroke Center.

For a complete list of doctors and clinics in your network, go to Humana.com, click "Search" under "Find a doctor," scroll to the bottom of the page and select "View printed directories." Select "Missouri" or "Kansas," then "Kansas City PPOx."



- Kansas
- Missouri
- 1. Crittenton Children's Center
- 2. Saint Luke's East Hospital
- 3. Saint Luke's Hosp. of Kansas City
- 4. Saint Luke's North Hosp. – Barry Road
- 5. Saint Luke's North Hosp. – Smithville
- 6. Saint Luke's Surgicenter – Lee's Summit, LLC
- 7. Children's Mercy Hospital
- 8. Excelsior Springs Medical Center
- 9. Children's Mercy Hospital Kansas
- 10. St. Luke's South
- 11. Olathe Medical Center
- 12. St. Luke's Cushing Hospital

How to get the most from your high-value network



Select a primary care physician

- The Kansas City PPOx includes a network of qualified PCPs, including family practitioners, general practitioners, internists and pediatricians
- PCP selection is not required but is recommended to provide you and your family with someone who knows you and your health needs



Find a doctor or see if your doctor is in the network

- Go to **Humana.com**
- Click on “Search” under “Find a doctor”
- Choose “Medical”
- Select “Insurance through your employer” under “Coverage type”
- Enter your ZIP code and select “Kansas City PPOx” under “Network”
- Select “Specialty” under “Search” and enter “PCP”
- If you know your doctor’s name, select “Name” under “Search”



If you need to see a specialist

- Referrals from your PCP to specialists are not required. Your PCP can help guide you through the healthcare system and recommend a specialist if you need to see one.

Simple, affordable healthcare

- Personalized care
- Close to home
- Doctors you can trust

FREQUENTLY ASKED QUESTIONS

What if I choose to see a doctor who is not in my network?

You’ll have to pay more for your covered services if you use an out-of-network doctor. However, the amount you pay will go toward your out-of-network, out-of-pocket maximum.

What if I need to see a doctor who is not in my network?

If it is medically necessary and coordinated through your PCP, services outside your network will be covered the same as if you were going to a provider in your network.

What if I go to an emergency room outside my network?

If you are traveling or go to an emergency room outside of the Kansas City PPOx, and it’s a true emergency, services will be covered at the in-network benefit level. However, if you receive emergency services from an out-of-network doctor or hospital, your costs may be more than they would be from a network provider. And you may also be billed for the difference between what the provider charged and what your Humana plan allows. For more information, refer to your Certificate of Coverage. You’ll be expected to receive all follow-up care through coordination with your doctor.

Is a high-value network PPOx right for me?

It’s a good choice for people who are willing to use certain doctors and healthcare facilities in exchange for lower costs. A referral is not required to see a specialist, though your PCP can assist you in finding the care you need. Your PCP plays a valuable role by providing you with many of your healthcare services. Your PCP keeps an eye on your total healthcare picture and is the point person anytime you have a health problem. Preventive care like annual checkups, flu shots and screenings are covered at 100 percent at your PCP’s office.

Offered by Humana Health Plan, Inc. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, call or write your Humana insurance agent or broker.

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 identity, 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 the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone 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>**.

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 béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowa.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك