



The Humana difference: **Why choose Humana Group Medicare Advantage?**

1 Unmatched customer service

70%

of clients cite service as the reason for recommending Humana to others.*

Humana Group Medicare is known for:



Putting people before processes



Taking the customer out of the middle



Getting issues resolved on the first call

Humana Group Medicare Custom Connect is our unique client service model, ensuring the highest level of care and taking the burden off members and plan administrators.

*According to a recent survey among employers who use Humana.

2 An industry leader

We're proud of the accolades we've received:



Humana was **ranked #1 in customer satisfaction** in the 2024 American Customer Satisfaction survey.



Humana has been recognized as one of PEOPLE Magazine's **Top 100 companies that care** in 2024.



Earned **ACHC Specialty Pharmacy accreditation** with a focus on patient safety, quality, care and continuous improvement.

3 A seamless customer experience

We make doing business easy. Here's where clients say we shine:



Comprehensive benefits: Employers laud the wide variety of plans offered by Humana.



Reasonable plan costs: Retirees are rarely surprised by unexpected expenses.



Extensive network: Humana has one of the nation's largest PPO networks.

4 Unique value proposition

There's a reason why new customers turn into long-time business partners:



Humana's focus on senior healthcare means unmatched care for your retirees.



Members who use CenterWell Primary Care and Pharmacy* benefit from avoidable hospitalizations by 26%.

*A division of Humana



Humana plans offer a wide variety of supplemental benefits, including dental, vision, hearing and much more.



In the words of our clients:

"I've been in the industry 20 years working with several insurers. Humana's level of customer care is beyond anyone else."

"As a benefits administrator, Humana is one of my best carriers because I have the least amount of issues with them."

"The plan we have through Humana is a rich plan with multiple benefits for our retirees."

"I brag on Humana Group MA's Concierge team as I've always had good experiences in the 13+ years of working with Humana Group MA folks."

To learn more, visit [Humana Group Medicare](#)