



Building trust with seamless onboarding

Humana prioritizes a seamless onboarding process for Group Medicare members, recognizing that robust onboarding is essential to maintaining member trust and satisfaction.



Onboarding essentials

Humana provides the following to assist new members:

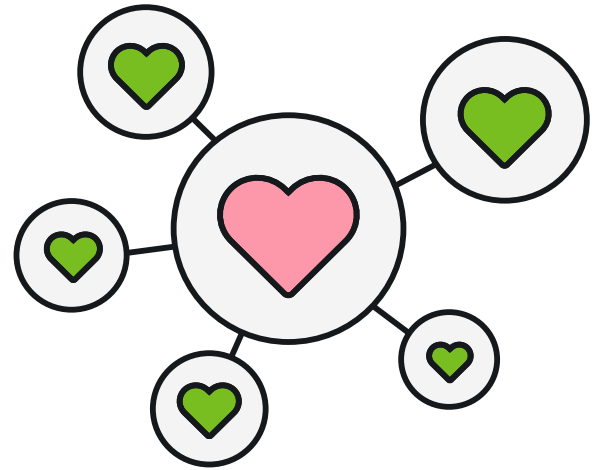
- ✓ A welcome call to answer initial questions.
- ✓ An enrollment packet outlining plan details and a summary of benefits.
- ✓ A preauthorization and notification list regarding services or procedures that require prior authorization.



Innovative digital tools

Members have access to various digital resources:

- ✓ **MyHumana portal/mobile app:** Allows members to access digital ID cards, view claims status, check benefits usage and review prescription coverage.
- ✓ **SmartSummary:** Helps members review monthly healthcare spending, drug costs, preventive tips and cost-saving advice.



- ✓ **Pharmacy Finder:** Enables members to locate nearby in-network pharmacies and manage prescriptions.
- ✓ **Humana Community Navigator:** Connects members to over 600,000 community resources, including housing support, utility services and transportation programs.



Human connection

Humana supplements digital tools with personal support channels:

- ✓ **Humana Group Medicare Customer Care line:** A dedicated phone support team for members.
- ✓ **Humana Support Community:** A forum for members to ask questions, discuss health topics and share tips.
- ✓ **Online Chat Support:** Provides quick help from representatives via the MyHumana portal.

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