



Group Medicare Insights: Plan Sponsor Experience

What to expect when switching to Humana Group Medicare Advantage

Switching health insurers is a big move. Thankfully, Humana makes it easy by supporting plan sponsors and retirees every step of the way.

Here's what you can expect when you make the switch to Humana Group Medicare Advantage.

✓ **Getting started:** Enrollment materials and onboarding

- **Welcome packet:** Information about the plan and next steps
- **Summary of benefits:** Services covered, cost-sharing amounts, overview of supplementary benefits
- **Preauthorization and notification list:** Describes which services/procedures require prior authorization

✓ **Personalized assistance:** Account team support

- **Account managers** assist plan sponsors with each phase of the transition to Humana
- **Consistent account team**, from pre-implementation through the length of the partnership, with staff trained to understand the company culture
- **Custom Connect concierge model** provides first-call resolution for members, reducing the need for plan sponsors to field questions



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✓ **Optimizing the plan:** Member tools and resources

- **In-home health and wellbeing assessment:** A physician visit at the member's home helps to identify care gaps, address urgent needs, support wellness goals, and more
- **MyHumana:** Allows members to easily manage their healthcare information and claims
- **Humana Community Navigator:** Connects members to food assistance, housing support, transportation programs and other resources within their community

✓ **Post-enrollment:** Ongoing engagement and support

- **Account Concierge Specialist:** Single point of contact for resolving issues whenever they arise
- **Humana Support Community:** A forum where members can ask questions and find helpful resources and articles
- **MemberFirst:** A team of retiree advocates assist members with everything from provider network questions to wellness education, easing the administrative burden on plan sponsors



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