

When and where to go for medical care



HumanaFirst® Nurse Advice Line

When you have a nonemergent health issue and don't know what to do, call **1-800-622-9529 (TTY: 711)** — 24 hours a day. A nurse will tell you how to treat the condition at home — or where you should go for help.



Doctor's office

During office hours, call your doctor's office when it's not an emergency.



Clinic at a store: drugstore, grocery, etc.

For minor problems — like a cold, earache or sore throat — and when you can't get in to see your doctor, a clinic can help.



Urgent care center

When you have a minor illness or injury and can't get in to see your doctor, an urgent care center is a good option. They're usually open in the evenings and on weekends and many have X-ray and lab services.



Emergency room

Go to the emergency room for serious medical situations that are dangerous to your life or limbs — things like a hard time breathing, deep cuts, blacking out, chest pain, bad stomach pain, lots of bleeding, poisoning, broken bone, or a severe burn or frostbite.



To see if where you're going is in the network for your Humana plan, do one of the following:

- Go to **Humana.com** and click on **Doctor Finder**
- Use the MyHumana Mobile app
- Call the phone number on the back of your member ID card

Schedule smart

Try these time-saving tips when you schedule your next doctor visit:

- 1.** Avoid Monday, which is the busiest day for most doctors
- 2.** Ask for the first appointment of the day or the first after lunch
- 3.** Call an hour before the appointment to make sure they're running on schedule
- 4.** Ask to fill out any needed forms ahead of time
- 5.** Remember your Humana member ID card
- 6.** If you're having an inpatient procedure, check to make sure all of the doctors who will treat you accept Medicare and are willing to bill Humana.

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[Humana.com/wheretogo](https://www.humana.com/wheretogo)

Humana is a Medicare Advantage PPO organization with a Medicare contract. Enrollment in any Humana Medicare plan depends on plan renewal.

This publication offers general health-related information and is not a substitute for professional healthcare. For individualized medical guidance, talk to your doctor.

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English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call our Customer Care number on the back of your Humana member ID card.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Póngase en contacto con nuestro Departamento de Atención al Cliente llamando al número que aparece al dorso de su tarjeta de identificación de afiliado de Humana.

繁體中文 (Chinese): 注意：如果您使用繁體中文，請致電 Humana 會員卡背面的電話號碼與客戶服務部聯絡。

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