



Insurance / Risk Advisory / Employee Benefits

HORTON

TO: Participants **Currently Covered** by the Kewaunee County Health Plan
FROM: Scott Feldt, County Administrator
DATE: July 27, 2016
RE: **Change in Humana Medical PPO Network Effective 8-1-2016**

In order to offer Kewaunee County medical plan participants access to the most comprehensive network and discounts, we are changing from the Choice Care network to the National Point of Service network through Humana effective August 1, 2016.

The County worked with Humana to complete an analysis of recent Kewaunee County provider utilization. The analysis showed existing Choice Care providers utilized by County plan participants were also in the NPOS network.

As always, we recommend that you verify whether or not your provider is in network, each time you seek care. You can call Humana at 866-424-2479 to see if your provider is in the National Point of Service Network.

Until you receive your ID card, please follow the directions below on **how to find a provider**:

Go to www.humana.com

Under "Find a doctor" on the home page, click on "Search."

Under "Search Type," select "Medical" and Click on "Go."

Click the "Just Looking" tab if you haven't received your new member ID card.

Question 1 – Select "Insurance through your employer" under "Coverage type."

Question 2 – Enter your ZIP code (or the ZIP code of your provider)

Question 3 – Select "National POS – OpenAccess" under "Network."

Search by name, specialty, condition or all under "Search."

Type in the physician/facility name, provider specialty or use a keyword and your search results will display.

When will I receive my new ID card?

Humana will issue a new medical ID card shortly after 08/01/2016 which will serve as both your medical and prescription ID card. This will be sent in a plain white envelope with no reference to Humana to maintain confidentiality.

If I need to seek medical care on or after August 1st, but have not received my new ID card what should I do?

You need to show your provider a copy of the Temporary ID card letter (included in this mailing) so they are aware of the change to the National Point of Service network for care on or after August 1, 2016.

Who do I call if I have questions?

If you have questions, you can call Humana at 1-866-424-2479.



Kewaunee County Members

Effective 08/01/2016, Humana Insurance Company will continue administration of the Kewaunee County medical, and pharmacy plans, however the network will be changing to the National Point of Service Network. Please notify your providers of this change.

Humana Insurance Company will continue administration of the Kewaunee dental plan with no changes to the network or ID cards.

Humana Insurance Company will issue new medical ID cards shortly after 08/01/2016 which will serve as both your medical and prescription ID card. Your group number and member ID will remain unchanged, but it is essential that your provider be made aware of the network change to the National Point of Service Network.

Safeguarding your privacy is Humana's top priority. Since your ID cards do contain confidential information, your cards will arrive in a plain white envelope with no reference to Humana...be on the lookout for your new cards!

You may begin using your new ID card as soon as you receive it.

In the event you need to seek medical services on or after 8/1/2016, and prior to receiving your ID card, this letter may be used as verification of medical coverage.

The following is the necessary information you will need to present to your physician, hospital or pharmacist:

Member Name:
Employee Social Security Number:
Group Number: 614230

If you need a prescription, please supply the pharmacist with the following:

Pharmacists call: 800-865-8715
ANSI Bin Number: 610649
PCN number: 03190000

Claims submission address:

Humana Claims
PO Box 14601
Lexington, KY 40512-4601

If you have any questions, please call 1-866-424-2479. You may provide either your social security number or your member ID number when contacting our Customer Service Team.