

003/53126
P.O. Box 3121
Louisville, KY 40201

Your pharmacy may no longer be in network effective January 1, 2019

Dear Member:

As a valued Humana member, we want to help you get the most from your benefit. Starting **January 1, 2019** your Hillsborough County Public Schools Rx4 prescription drug program will be moving to Humana's Select Rx network. To get the most value from your Humana prescription coverage, it is important to use the pharmacies in your network.

Which major participating retail pharmacies can I use?

CVS (including Target locations)
Publix
Sam's Club
Walmart

You can find the complete list online at <https://www.humana.com/finder/pharmacy/>. Enter your zip code, select "Humana Select Rx Network" from the "Network" drop down box and click "Find a pharmacy."

If your current pharmacy will no longer be in network, what should you do?

If your pharmacy is not on the list, you will need to find a new one effective January 1, 2019. If you use an out-of-network retail or mail-delivery pharmacy, you will pay full price for your prescription. To start using your new Humana Select Rx pharmacy, you can:

- Take your current prescription to the new in network pharmacy that you choose.
- Have your new in network pharmacy call your current pharmacy to transfer your prescription.
- Ask your doctor to call in your prescription to your new in network pharmacy or write a new prescription and take it to your new pharmacy.

Mail-delivery pharmacy:

For added convenience, you can also purchase prescriptions using Humana Pharmacy, Humana's mail-delivery pharmacy. You can have your medications mailed to your home or location of choice. Visit HumanaPharmacy.com to order a new prescription or switch an existing one. You can also have your doctor electronically submit, fax or call in your prescription. Find out more by visiting HumanaPharmacy.com or call **1-888-538-3518 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Saturday, 9 a.m. – 6 p.m., Eastern time.



Humana's pharmacy tools

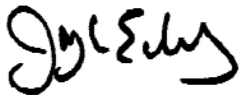
The pharmacy-pricing tools and information in the member section of [Humana.com](https://www.humana.com) will help you get the most value from your prescription drug benefit:

- **Pharmacy locator:** Find a CVS, Publix, Sam's Club or Walmart location near you. Find out distance, pharmacy hours, phone numbers and driving directions or if you can get your medicines at Humana Pharmacy.
- **Drug pricing tool:** View estimated prices of your prescription based on the pharmacy you select.
- **Drug List search:** Use our online drug coverage search to look up a specific medicine and view coverage details, possible generic equivalents and alternatives.

If you have any questions, please call the number on the back of your Humana member ID card. If you have a speech or hearing impairment and use a TTY device, call **711**. Our automated phone system may answer your call on Saturdays, Sundays, and some public holidays. Please leave your name and telephone number and we'll call you back by the end of the next business day. For 24-hour service you can visit [Humana.com](https://www.humana.com).

If you have not registered for MyHumana, you will need to do so before logging on. Please visit [Humana.com/logon](https://www.humana.com/logon) to get started.

Sincerely,



Jay C. Ecleberry
Market Vice President, Humana Pharmacy Solutions Network Contracting



Discrimination is Against the Law

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

Humana Inc. and its subsidiaries provide: (1) free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate; and, (2) free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call the number on your ID card or if you use a **TTY**, call **711**.

If you believe that Humana Inc. and its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion, you can file a grievance with Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.

If you need help filing a grievance, call the number on your ID card or if you use a **TTY**, call **711**.

You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**.

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call the number on your ID card (**TTY: 711**)... ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación (**TTY: 711**)... 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員卡上的電話號碼 (**TTY: 711**)。CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số điện thoại ghi trên thẻ ID của quý vị (**TTY: 711**)... 주의 : 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. ID 카드에 적혀 있는 번호로 전화해 주십시오 (**TTY: 711**)... PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero na nasa iyong ID card (**TTY: 711**)... ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Наберите номер, указанный на вашей карточке-удостоверении (**телетайп: 711**)... ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou kat idantite manm ou (**TTY: 711**)... ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro figurant sur votre carte de membre (**ATS: 711**)... UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer podany na karcie identyfikacyjnej (**TTY: 711**)... ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número presente em seu cartão de identificação (**TTY: 711**)... ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero che appare sulla tessera identificativa (**TTY: 711**)... ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wählen Sie die Nummer, die sich auf Ihrer Versicherungskarte befindet (**TTY: 711**)... 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。お手持ちのIDカードに記載されている電話番号までご連絡ください (**TTY: 711**)...

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره تلفن روی کارت شناسایی تان تماس بگیرید (**TTY: 711**)...

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hólq, námboo ninaaltsoos yézhí, bee nées ho'dółzin bikáá'ígíí bee hólne' (**TTY: 711**)...

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم الهاتف الموجود على بطاقة الهوية الخاصة بك. (رقم هاتف الصم والبكم: 711)...