



Humana
P.O. Box 14168
Lexington, KY 40512-4168

Dear PEIA Member:

Thank you for having a Humana plan. We appreciate your business and your trust. We're sending you this letter to assure you that the recent change in the Humana provider network will not affect the PEIA network of providers.

Effective 1/1/2013, Charleston Area Medical Center health System (CAMC) will no longer participate in the *standard* Humana Medicare PPO plan network. The impacted hospitals that will no longer be in Humana's standard network include the following: CAMC General Hospital, CAMC Memorial Hospital, CAMC Women's and Children's Hospital and Teays Valley Hospital.

However, you can continue to use the CAMC Hospitals listed above at no additional cost. That's because you are enrolled in the Humana plan through PEIA, which provides you an extended network of providers through the Humana Medicare + Employer PPO Plan network.

Rest assured that this change in the provider network doesn't affect your plan benefits. Your PEIA Humana coverage remains the same. You will continue to pay the same plan copayments when you get healthcare services, as described in your member material. Your member material explains your rights, coverage, and responsibilities as a member of the PEIA plan, as well as our responsibilities to you.

Call if you need us.

If you have any questions, please call our Customer Care team using the number on the back of your ID card. If you use a TTY, call 711. We're available Monday through Friday from 8 a.m. to 9 p.m. Our automated phone system may answer your call after 6 p.m., and on Saturdays, Sundays, and some holidays; leave a message and we'll call back by the end of the next business day.

Continued on back page

Sincerely,

Humana's Customer Care Team

PS: Remember, you can keep using CAMC Hospitals since you are enrolled in the Humana plan through PEIA.

A health plan with a Medicare contract, available to anyone enrolled in both Part A and Part B of Medicare.

This document is available in alternative formats or languages. Please call the Customer Care number on the back of your ID card.

Este documento está disponible en otros formatos o idiomas. Llame al número de Atención de Cliente al reverso de su tarjeta de identificación.