

## KPPA-Humana Medicare Advantage Provider/Hospital Update

Retirees or individuals enrolled in KPPA Humana Medicare Advantage (MA) can see the providers/hospitals even if Humana is not contracted with the facility. If the provider/facility accepts Medicare, Humana will pay the same amount that Medicare does for the benefits and services even if the provider is not in the Humana Network. Retirees or individuals will not have an additional out of pocket cost.

Humana is working to maintain access to care while also protecting the affordability our members expect. We are committed to keeping our members informed and supported every step of the way throughout this process.

For questions, please call the Humana customer service department from 8 a.m. to 6 p.m. Monday through Friday using the toll-free number on the back of your ID card, or for TTY access, call 711.

