



2015 PLAN CODES and AGENT SUPPORT INFORMATION

CONTRACT / PBP	PLAN NAME	GROUP ID	BSN	PREMIUM	SERVICE AREA
H0108-008	HMO	251062	001	\$0.00	San Diego
H0108-009	HMO Enhanced	251062	003	\$48.00	San Diego
H0108-029	MA ONLY	251062	002	\$0.00	San Diego
H0108-005	HMO	247170	001	\$0.00	Riverside
H0108-006	HMO Enhanced	247170	002	\$38.00	Riverside
H0108-050	HMO SNP Look Alike	290677	001	\$0.00***	Riverside
H0108-005	HMO	247171	001	\$0.00	San Bernardino
H0108-006	HMO Enhanced	247171	002	\$38.00	San Bernardino
H0108-050	HMO SNP Look Alike	290631	001	\$0.00***	San Bernardino
H0108-011	HMO	290748	001	\$0.00	Orange County
H0108-047	HMO Enhanced	291046	002	\$28.00	Orange County
H0108-050	HMO SNP Look Alike	291046	001	\$0.00***	Orange County
H0108-011	HMO	253724	001	\$0.00	Los Angeles
H0108-047	HMO Enhanced	253724	002	\$28.00	Los Angeles
H0108-050	HMO SNP Look Alike	290618	001	\$0.00***	Los Angeles
S5884-030	PDP Enhanced	235388	009	\$58.50	CA
S5884-114	PDP Preferred	235388	026	\$26.10	CA
S5884-178	PDP Walmart Preferred	235388	027	\$15.70	CA

AGENT SUPPORT UNIT (ASU) CONTACT INFORMATION

***Based on Eligibility

Dedicated California Agent Support Unit (ASU) / California Connection	877-286-5365
Career Agents Agent Support Unit (ASU)	866-921-6245
MECA, Delegated and Independent Agent Support Unit (ASU)	800-309-3163
<p>Opt 1: Medicare Advantage / Prescription Drug Plans</p> <ul style="list-style-type: none"> Opt. 1—Agent Information (Certification, Contracting) Opt. 2—Product / Plan Questions (Drug and Provider Look Ups) <ul style="list-style-type: none"> Opt. 1—Questions about our plans, premiums, benefits or riders Opt. 2—Questions about California specific plans, including IPA's Opt. 3—Enrollment Questions <ul style="list-style-type: none"> Opt. 1—Eligibility, Status checks Opt. 2—Dual Eligible SNP Verifications Opt. 4—Current Member Questions (Transfers Call to CSR) Opt. 5—Marketing Materials (Place and Track Orders) Opt. 6—commissions (Statements, Direct Deposits, ABTF) <p>Opt 2: Medicare Supplement (Plans A, B, C, F, etc)</p> <p>Opt 3: HumanaOne (IMM, STM and Traditional Dental Rider)</p> <ul style="list-style-type: none"> Opt. 1—Agent Information (Certification, Contracting) Opt. 2—Product / Plan Questions (Drug and Provider Look Ups) Opt. 3—Enrollment Questions <ul style="list-style-type: none"> Opt. 1—Current Member Issues, CSR Opt. 2—Eligibility, Quoting, Status Checks Opt. 3—Issues with Direct Enrollment Tool Opt. 4—Marketing Materials Opt. 5—Commissions <p>Opt. 4—HFPP and Dental / Vision Plans</p> <ul style="list-style-type: none"> Opt. 1—Dental / Vision (FSB— Free Standing Benefits) Opt. 2—HFPP (Financial Protection Products) <p>Opt. 5—Systems</p> <ul style="list-style-type: none"> Opt. 1—MAPA How To Opt. 2—MAPA Tech Opt. 3—iPhone, Core, Lead Distribution systems 	
Agent Support Unit (ASU) Fax #	502-508-0062
Agent Support Unit (ASU) Medicare Email	Agent Support@humana.com

**Carlsbad
MarketPOINT Office**
800-795-2403

5421 Avenida Encinas
Suite N
Carlsbad, CA 92008

**Murrieta
MarketPOINT Office**
951-200-7684

41690 Ivy Street
Suite A6
Murrieta, CA 92562

**Orange County
MarketPOINT Office**
661-673-6478

1 Park Plaza
Suite 470
Irvine, CA 92614

**Los Angeles
MarketPOINT Office**
424-246-4834

970 W. 190th St.
Suite 425
Torrance, CA 90502

Agent Support

California Connection / Dedicated California
877-286-5365

Agents Outside of California
Please Call 800-309-3163

- Option 1: Medicare / PDP Plans
- Option 2: Med Supp Plans
- Option 3: Humana One
- Option 4: HFPP (Dental / Vision)
- Option 5: Systems (MAPA)

***Please Listen Closely—there are options within these as well*

Contact List

Customer Service <i>Claims / Address / PCP Changes</i>	800-457-4708
Enrollment Fax Line <i>Medicare / MedSupp</i>	877-889-9936
Overnight UPS 2432 Fortune Dr Lexington, KY 40509	US Mail PO Box 14309 Lexington, KY 40512-4309
MSOP Support	MSOPsupport@humana.com
Provider Relations <i>Add or Confirm Provider</i>	866-991-6245
Scope of Appointment IVR	866-945-4471
Medicare / CMS	800-633-4227
Pharmacy Help Desk	800-865-8715
Social Security Administration	800-772-1213
CSS	888-224-2700
RightSource	800-379-0092
RightSource Fax #	800-379-7617
RighSource Specialty Rx	800-486-2668

Healthways
<http://humana.wholehealthhmd.com>
866-430-8647

Customer / Member Services

MAPD Plans
800-457-4708

PDP Plans
800-281-6918

HFPP App

JEB, Critical Care

Fax # 800-589-9309
DelHFPPApp@Humana.com

Errors Line
904-376-8267

Kanawha Broker Services
Post Issue Agent Support
877-203-4249

Dental / Vision

Free Standing Plans (FSB)
866-537-0232

***Members will pay a premium and
have an additional card*

Supplemental Plans (OSB)
800-669-6614

***Plans are built in to the current
MAPD Plans*

App Fax # 502-508-6500
Comp Benefits Broker Services
888-692-2669
Post Issue Agent Support

Value Added Services

Nurses Hot Line	800-622-9529
Humana Vitality Benefits	800-457-4708
Over the Counter RightsourceRx.com	855-211-8380
Quit Net quitenet.com/humana	888-572-4074
Life Line	800-594-8192
Silver Sneakers	800-345-8090
Well Dine	866-96Meals 866-966-3257
Life Cards	855-698-6600
Nutri-Systems	866-936-6874
Logistic Care (Transportation) <i>Scheduling 866-588-5122</i> <i>After Appointment 866-588-5123</i>	

Hearing Discounts

True Hearing	877-379-4530
Walmart	877-763-8327
HearUSA	800-442-8231