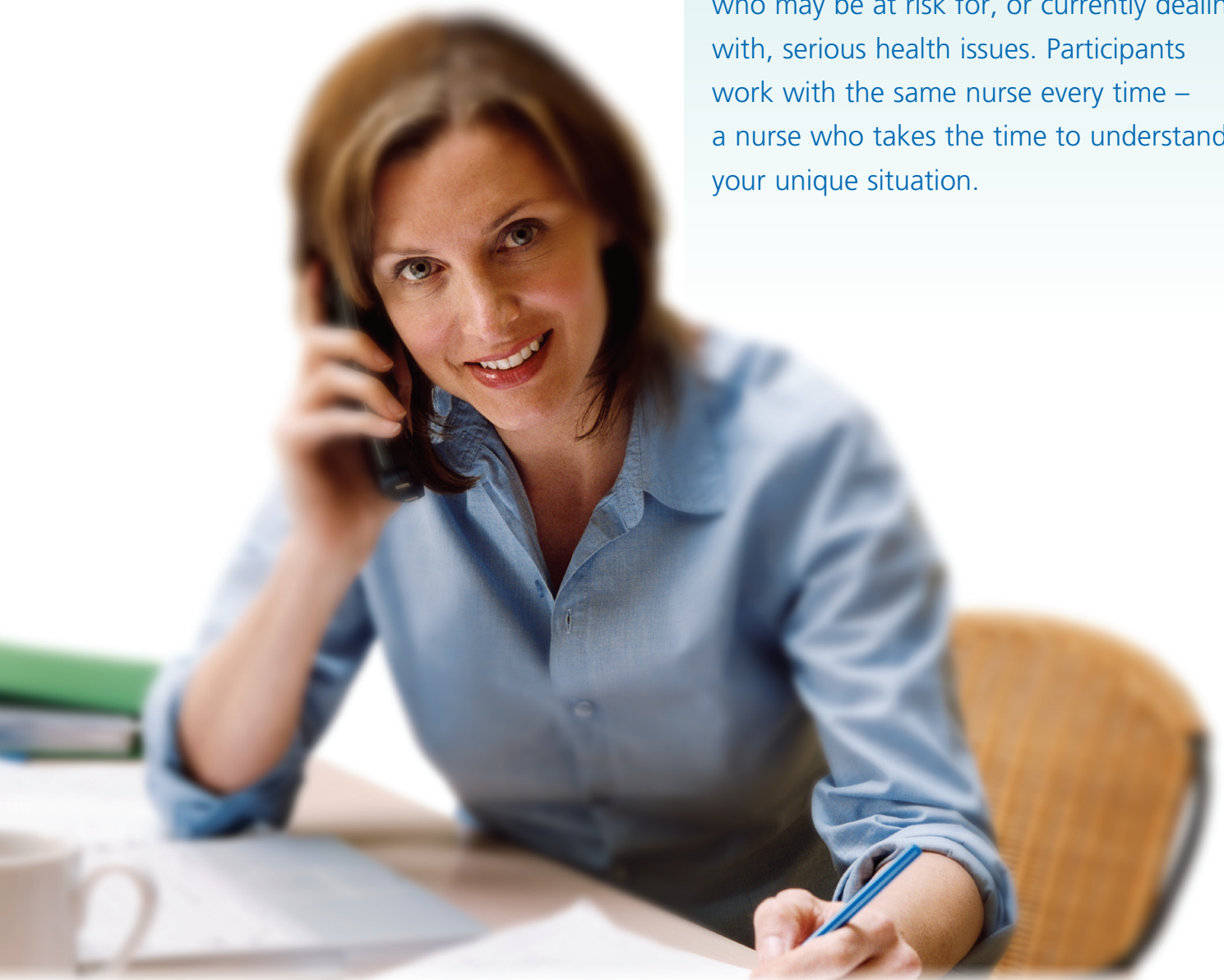


Healthcare can be a maze.
Ever wish you had someone
to help you find your way?

Personal Nurse[®]

Personal Nurse is a phone-based service, but it's different from a nurse-on-call hotline. Specially-trained nurses reach out to those who may be at risk for, or currently dealing with, serious health issues. Participants work with the same nurse every time – a nurse who takes the time to understand your unique situation.



Personal Nurses provide education specific to your health. They also provide guidance about benefits, as well as pre- and post-hospitalization counseling, to help you fully understand your health benefit options and choices. Personal Nurses help you navigate the healthcare system, work better with your doctor, and make smart health decisions with confidence.

A Partnership for Better Health

What does a Personal Nurse do?

A Personal Nurse:

- **Offers information** – The nurse will help you identify health goals, explore treatment options with you, and guide you to resources so you can make informed decisions and take control of your health.
- **Develops a personal relationship** – You'll be able to stay with your Personal Nurse as long as you remain a Humana member.
- **Collaborates with you** – The Personal Nurse service doesn't replace your doctor. Instead, the nurse will help you communicate with your caregivers and work with your doctor so you can make decisions with confidence.
- **Provides a sounding board** – The Personal Nurse will help you gain control of your health – not just manage your symptoms. Sometimes having someone to talk to can mean the difference between you controlling a disease or it controlling you.



Working with your schedule

Personal Nurses work flexible hours, so the nurse can work with your schedule. During your phone calls, you will work with your nurse to decide future times you can talk. In addition, you'll receive a welcome letter with your Personal Nurse's business card and phone extension, so you can call your Personal Nurse as health concerns arise. All conversations are confidential.

You might be eligible for this program that helps you take charge of your health and fit healthy choices into your life – at no additional cost to you.

Registered nurses are available to help you get the most of Humana's clinical guidance and support services. Call HumanaFirst® and select *Nurse Advice*, then *Health Planning and Support*:

1-800-622-9529

