



Complete your diabetes A1c test today!

A1c Testing

Why it is important

Controlling diabetic blood sugar is important for your health, and lowering your A1c can help prevent complications caused by diabetes. It is important to complete an A1c test at least yearly if your A1c is controlled and more frequently if uncontrolled.¹

Complete an A1c test:

Humana is proactively sending in-home test kits to all eligible Medicare members. Humana wants to partner with members to provide convenient alternatives for diabetes testing in the safety of their home, helping to reduce the risk of engaging in the community. Test kits are provided through the plan at no cost.

1. Work with your pharmacist to see if you are eligible for an in-home test kit. He or she can check to see if one has been mailed to you.
2. Complete the in-home test kit that Humana mailed to you during summer 2020. Follow the instructions provided with your test kit, and return the test in the pre-paid package.

If you are eligible for an in-home test kit and have not received one from Humana, your pharmacist can check to see if one has been mailed to you. You will just have to provide your name, address, and date of birth.

If you need help finding a doctor in your network, please call the number on the back of your Humana ID card or visit [humana.com/findadoctor](https://www.humana.com/findadoctor).

¹"All About Your A1C." Centers for Disease Control and Prevention, Aug. 2, 2018, www.cdc.gov/diabetes/managing/managing-blood-sugar/a1c.html.

This communication does not guarantee benefits and does not indicate all services received will be covered by your plan. Please refer to your Evidence of Coverage or call Customer Service at the number on the back of your Humana ID card to confirm that the service will be covered by your plan.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:

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 their Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or 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>.

- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. Call the number on your ID card (TTY: 711)

Humana provides 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.

Language assistance services, free of charge, are available to you. Call the number on your ID card (TTY: 711)

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

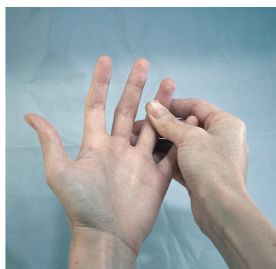
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم الهاتف الموجود على بطاقة الهوية الخاصة بك (**TTY: 711**).

FOR PHARMACIST USE ONLY: Do not disseminate to patient

1 Prep

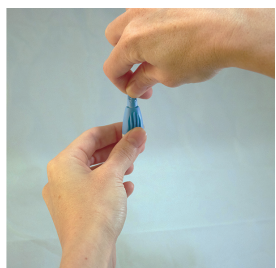
- Drink a glass of water 30 minutes before collecting sample.
- Remove contents of the test kit box.
- Rinse hands with warm water for 30 seconds and dry.
- Stimulate blood flow by letting your hand hang at your side for 15-20 seconds.
- Shake your hand back and forth several times.

2 Collect



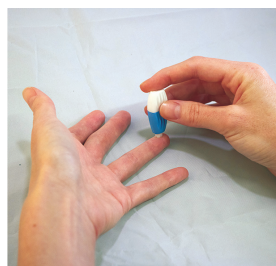
STEP 1

Select ring or pinkie fingertip and clean the desired puncture site.



STEP 2

Remove the cover off the end of the lancet.



STEP 3

When ready, place finger on a flat surface and place lancet against fingertip. Push down on the lancet until it clicks. The lancet will only puncture once.



STEP 4

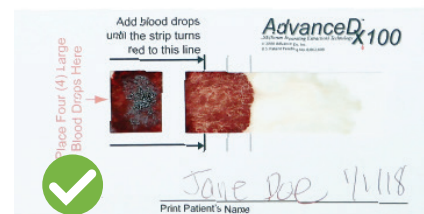
If your kit comes with a collection square, allow blood to drip onto the collection square. **DO NOT** add blood to right side of the card. Continue dropping blood until it spreads all the way to the line. This may take 4+ drops.

If your kit comes with a collection cassette, allow blood to collect directly from finger into the cassette. Collect enough drops of blood for the "triangle window" to turn red.

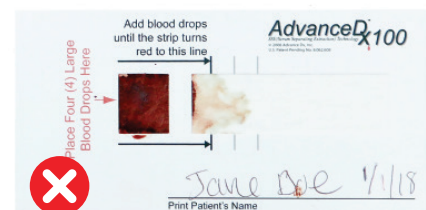
Collection Tips

1. Squeeze base of finger to make **large** drops.
2. Let each drop lightly soak in before applying the next.
3. Complete entire collection process in one sitting.
4. **Do not** use heat to assist drying.

Good Collection



Bad Collection



3 Return

Write your name and collection date on the card. Put your sample inside the Blood Sample Return Bag and place it back into the box. Finally, send the box back in the return envelope using the shipping label located at the bottom of the box. Send back your sample using the shipping carrier listed on your return label.