



## Humana Health & Well-being Center Frequently Asked Questions

### What is the Humana Health & Well-being Center?

The Humana Health & Well-being Center provides associates and their eligible spouses and dependents convenient access to comprehensive healthcare and wellness services. Integrated medical services, technology, and robust analytics allow our team of dedicated staff to focus on high-quality personalized preventive care and effective management of chronic conditions.

### Who is Premise Health?

Premise Health is the organization that operates and manages the Humana Health & Well-being Center on behalf of your employer. They are the world's leading direct healthcare provider. Premise delivers an effortless member experience that raises the bar, lowers costs, and redefines the meaning of quality care.

### Where is the Humana Health & Well-being Center located?

The Humana Health & Well-being Center is located at:

**Clocktower:** 123 East Main Street, Louisville, KY 40202 / (502) 476-2662

Monday - Friday: 8 a.m. - 5 p.m.

**Humana Tower:** 500 West Main Street, Louisville, KY 40202 / (502) 476-3335

Monday - Friday: 8 a.m. - 4:30 p.m.

**Brownsboro:** 10000 Brownsboro Rd. Suite 7, Louisville, KY 40201 / (502) 272-0330

Monday - Friday: 8 a.m. - 5 p.m.

*\*All locations: Saturday, Sunday and after hours: Virtual*

### What types of healthcare services will the Humana Health & Well-being Center offer?

The Humana Health & Well-being Center will offer services including, but not limited to:

- Annual Physicals
- Preventive Exams
- Biometric Screenings
- Lab Draws, Allergy & Flu Shots and Immunizations
- Physical Therapy
- Acute & Urgent Care
- Women's Health
- 24/7 Virtual Health Visits
- Pediatric Care
- Chronic Condition Management

### Who can use the Humana Health & Well-being Center?

Services are available to Humana associates located in or visiting Louisville and family members (newborn and above) on the company medical plan.

# Frequently Asked Questions

## What does it cost to use the Humana Health & Well-being Center?

- No cost preventive services
- \$30 non-preventive provider visits
- \$45 Physical Therapy visits

## Can my medical records be shared between the Humana Health & Well-being Center and a Primary Care Provider (PCP)?

You can request that the PCP share your records with the Humana Health & Well-being Center by completing your provider's record sharing process. Additionally, you may request your records from Premise Health be shared with your PCP or specialist.

## Will the Humana Health & Well-being Center be operated by Humana associates?

No, the center is staffed and operated by Premise Health and is managed just as any licensed medical office in the community.

## What type of medical staff will work at the Humana Health & Well-being Center?

Premise Health has recruited a high-quality team of dedicated healthcare professionals to staff and manage the Humana Health & Well-being Center.

## Is my health data secure?

Your personal health information will remain confidential and your data will be kept secure. Premise Health operates in accordance with HIPAA and works diligently to protect all health records. Premise Health will not share any personal health information without your permission. At no time is your personal health information shared with your employer.

## How do I make an appointment at the Humana Health & Well-being Center?

Appointments can be made by calling the center or scheduled through the member portal, My Premise Health, available at [MyPremiseHealth.com](https://MyPremiseHealth.com) or by using the My Premise Health app.

## What is My Premise Health?

My Premise Health is a secure online and mobile tool that connects you with your healthcare experience by providing easy online appointment scheduling, virtual visits, access to secure message your providers, health records, visit history, test results and more.

## What is Care Navigation?

Care Navigation helps you access high-quality, cost effective specialty care in your community. This program makes it easy to get the right care at the right price. Dedicated Premise Care Navigators provide concierge support, peace of mind, and convenience as they help you and your family coordinate appointments and ensure care runs smoothly before and after your visit. Care Navigation ensures that you and your eligible family members never have to navigate your healthcare needs alone.

