

Go to [www.humana.com](http://www.humana.com)

The screenshot shows a web browser window displaying the Humana website. The browser's address bar shows the URL <https://www.humana.com/>. The browser's bookmark bar includes links for 96.5 WKLH, ANTHEM, HUMANA - Guidance, Employer eServices, United eServices, WPS | Wisconsin Hea, BMO Harris Bank, UnitedHealthOne Brc, Delta Dental, Assurant Employee B, Broker Home Page, and Mail. The website header features the Humana logo, navigation links for "Shop for Plans" and "Member Resources", a search icon, and a "Sign in" button. The main content area has a large background image of an elderly couple in a kitchen. A white text box on the left contains the following text: "Good afternoon", "Welcome back to Humana", and "We have Medicare Advantage plans that help guide you to a healthy life. Find coverage with benefits and perks for how you want to live." Below this text is a green "Shop plans" button with a right-pointing arrow. The Windows taskbar at the bottom shows the search bar, task view icon, and various application icons, with the system tray displaying the time as 2:15 PM on 8/29/2018.

Find the Right Health In × +

https://www.humana.com/

☆ Bookmarks 96.5 WKLH ☆ ANTHEM ☆ HUMANA - Guidance ☆ Employer eServices ☆ United eServices WPS | Wisconsin Hea BMO Harris Bank ☆ UnitedHealthOne Brc Delta Dental Assurant Employee B ☆ Broker Home Page Mail

Other Humana Sites ▾ Help Español

**Humana** Shop for Plans ▾ Member Resources ▾

Search Sign in

☀ Good afternoon

# Welcome back to Humana

We have Medicare Advantage plans that help guide you to a healthy life. Find coverage with benefits and perks for how you want to live.

Shop plans →

Type here to search

2:15 PM 8/29/2018

Scroll to the bottom and click on "Find a Doctor"

The screenshot shows a web browser window with the URL <https://www.humana.com/>. The main content area features the heading "Let's find a plan" and a sub-heading "If you need an all-in-one Medicare Advantage plan or supplemental coverage, we can help you find the right plan." Below this is a "Shop plans" button. At the bottom of the page, there is a green footer with a grid of navigation links. The "Find a Doctor" link is highlighted in the "Member Resources" column. The browser's taskbar at the bottom shows the time as 2:18 PM on 8/29/2018.

Let's find a plan

If you need an all-in-one Medicare Advantage plan or supplemental coverage, we can help you find the right plan.

[Shop plans →](#)

[Back to top ↑](#)

<a href="#">Medicare</a>	<a href="#">Member Resources</a>	<a href="#">Employers</a>	<a href="#">About Humana</a>
<a href="#">Dental</a>	<a href="#">Find a Doctor</a>	<a href="#">Agents &amp; Brokers</a>	<a href="#">Contact Us</a>
<a href="#">Vision</a>	<a href="#">Sign in to MyHumana</a>	<a href="#">Providers</a>	<a href="#">Careers</a>
<a href="#">Medicaid</a>	<a href="#">Sign in to Go365.com</a>	<a href="#">Caregivers</a>	<a href="#">Investor Relations</a>
<a href="#">Pharmacy</a>			

<https://www.humana.com/finder/search?customerid=01>

Type here to search

2:18 PM  
8/29/2018

Choose "Medical" in the dropdown under "Search Type"

The screenshot shows the Humana Physician Finder website. The browser address bar displays the URL: <https://www.humana.com/finder/medical?pagelId=7c8f2ea32ff343f780511da2ed2b9cee>. The page features the Humana logo and navigation tabs for "For Individuals & Families", "For Employers", "For Agents & Brokers", and "For Providers". Below these are links for "Investor Relations", "Customer Support", and "Español", along with a search bar. The main navigation bar includes "Individuals & Families", "Medicare", and "Insurance Through Your Employer".

The "Find a doctor" section is active, with a "Search type" dropdown menu open. The dropdown menu lists four options: "Medical", "Dental", "Vision", and "Pharmacy". The "Medical" option is highlighted in blue. To the right of the dropdown is a green "Go" button. Below the dropdown, there is a text input field for "Select your Humana plan or member ID" and a "Search" button.

On the right side of the page, there is a link that says "Need help with your search? Learn more about how to use this tool".

At the bottom of the page, there are two tabs: "Just Looking" and "Member ID". The "Member ID" tab is selected. Below the tabs, there is a text box with the following instructions:

Use this option if you are not a member or you do not have your ID card.

**\* Required**

1. **\* Coverage type**

- Insurance through your employer

The Windows taskbar at the bottom shows the date and time as 2:19 PM on 8/29/2018.

On the “Just Looking” tab, choose “Insurance through your employer” under “Coverage Type”

Enter your zip code, or the zip code of the provider if looking up by name

The screenshot shows a web browser window with the URL <https://www.humana.com/finder/medical?pagelId=7c8f2ea32ff343f780511da2ed2b9cee>. The page title is "Physician Finder". The main heading is "Find a doctor". Below it, the "Search type" is set to "Medical" with a "Go" button. A link says "Learn more about how to use this tool".

The "Search by Humana plan or member ID" section is active. It has two tabs: "Just Looking" (selected) and "Member ID". The "Just Looking" tab contains the following instructions and form fields:

Use this option if you are not a member or you do not have your ID card.

**\* Required**

- \* Coverage type**
  - Insurance through your employer
  - Medicare or Medicare-Medicaid
  - Medicaid
- \* ZIP code**
- \* Network**

The Windows taskbar at the bottom shows the date and time as 2:21 PM on 8/29/2018.

Under "Network" choose "Humana Traditional (HPH-WI)" or "WVN HMO" depending on your plan

Use this option if you are not a member or you do not have your ID card.

**\* Required**

1. **\* Coverage type**

- Insurance through your employer
- Medicare or Medicare-Medicaid

--Select--

- ChoicePOS
- COT National POS - OpenAccess
- EPO PPO Open Access
- 2. GE Health Care Preferred
- HCA-Affiliated Facilities
- HMO Premier
- HMO Select
- Hospira Premier HMO Illinois
- Hospira Premier HMO Wisconsin
- 3. Humana Behavioral Health
- Humana Preferred Kroger Lou
- Humana Preferred (HPN-WI)**
- Humana Preferred PPO
- Humana/ChoiceCare Network PPO
- Humana/ChoiceCare+ Network PPO
- 4. HumanaPreferred POS-OpenAccess
- National EPO
- National POS - OpenAccess
- National POS - OpenAccess Plus
- P&G National POS
- Premier Point of Service
- Saint Joseph Hospital NPOS
- US Bank
- WVN HMO

Many doctors' offices may be in our network. If you don't see an office address on this list, the doctor may not be in-network at that location. If you have questions, call Humana at the Customer Service number on the back of your ID card for network details.

Where indicated, the physicians are board certified through the American Board of Medical Specialties (ABMS) for the specialties shown.

Physician Finder

https://www.humana.com/finder/medical?pageId=7c8f2ea32ff343f780511da2ed2b9cee

Bookmarks 96.5 WKLH ANTHEM HUMANA - Guidance Employer eServices United eServices WPS | Wisconsin Hea BMO Harris Bank UnitedHealthOne Bro Delta Dental Assurant Employee B Broker Home Page Mail

Type here to search

2:27 PM 8/29/2018

Under the "Search" dropdown choose how you want to search for the provider

The screenshot shows a web browser window with the URL <https://www.humana.com/finder/medical?pageld=7c8f2ea32ff343f780511da2ed2b9cee>. The page contains a search form with the following fields:

- 1. \* Coverage type : Radio buttons for "Insurance through your employer" (selected), "Medicare or Medicare-Medicaid", and "Medicaid".
- 2. \* ZIP code : Text input field containing "53045".
- 3. \* Network : Dropdown menu showing "Humana Preferred (HPN-WI)".
- 4. \* Search : Dropdown menu with options: "Select", "Name", "Specialty", "Condition", and "All".

Below the form, there is explanatory text:

Many doctors have more than one office. However, not all of the doctors' offices may be in our network. If you don't see an office address on this list, the doctor may not be in-network at that location. If you have questions, call Humana at the Customer Service number on the back of your ID card for network details.

Where indicated, the physicians are board certified through the American Board of Medical Specialties (ABMS) for the specialties shown.

If searching for an organ or stem cell transplant provider, please call our toll-free number for support: [1-866-421-5663](tel:1-866-421-5663) (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. Eastern time

The Windows taskbar at the bottom shows the search bar with "Type here to search", several application icons, and the system tray with the date and time "2:32 PM 8/29/2018".

If you do not have a provider currently, or are looking to change providers, choose “Specialty” under the search and type in “Primary Care”

Click on “All Primary Care Physician Specialties” and click on search

Physician Finder

https://www.humana.com/finder/medical?pagelId=7c8f2ea32ff343f780511da2ed2b9cee

1. \* Coverage type ?

- Insurance through your employer
- Medicare or Medicare-Medicaid
- Medicaid

2. \* ZIP code ?

53045

3. \* Network ?

Humana Preferred (HPN-WI)

4. \* Search ?

Specialty

Primary Care

Specialty

All Primary Care Physician Specialties - A **primary care** physician or **primary care** provider (PCP) is a physician/medical doctor who provides both the first contact for a person with an undiagnosed health concern as well as continuing **care** of varied medical conditions, not limited by cause, organ system, or diagnosis

Hospice and Palliative Care - advanced knowledge and skills to prevent and relieve the suffering experienced by patients with life-limiting, life-threatening and terminal illnesses

By selecting "Search," you agree to the terms and conditions of our search.

→ Search

Many doctors have more than one office. However, not all of the doctors' offices may be in our network. If you don't see an office address on this list, the

2:34 PM 8/29/2018

The system will default to a 15 mile radius from the zip code entered.

Scroll down to refine your search, on the left side.

The screenshot shows the Humana Physician Finder interface. At the top, there are navigation tabs for 'For Individuals & Families', 'For Employers', 'For Agents & Brokers', and 'For Providers'. Below these are links for 'Investor Relations', 'Customer Support', and 'Español', along with a search bar. The main content area shows '1187 results found for Primary Care' and a search filter bar with 'Insurance through your employer', 'Humana Preferred (HPN-WI)', and '53045'. A 'Refine your location' sidebar is open, showing options to search by ZIP code or address, and a radius of 15 miles. The search results are displayed in a table with columns for Name, Distance, and Details.

Name	Distance	Details
<a href="#">Ostergaard, John M MD</a> <input type="checkbox"/> Add to compare	195 Discovery Dr Brookfield, WI 53045 Waukesha <a href="#">(262) 928 - 7100</a> 0 miles	<b>Established patients only</b> <b>Specialties</b> Family Practice <b>Languages spoken</b> English



If you choose to look up providers by name, enter the last name first.

The screenshot shows a web browser window with the URL <https://www.humana.com/finder/medical?pagelId=7c8f2ea32ff343f780511da2ed2b9cee>. The page is titled "Physician Finder" and contains a search form with the following sections:

- 1. \* Coverage type**
  - Insurance through your employer
  - Medicare or Medicare-Medicaid
  - Medicaid
- 2. \* ZIP code**
  - Input field: 53045
- 3. \* Network**
  - Dropdown menu: Humana Preferred (HPN-WI)
- 4. \* Search**
  - Search type: Name
  - Search input: Smith
  - Dropdown menu (Providers):
    - Menon, Smitha P MD
    - Smith, Ann R AUD
    - Smith, Chris A MFT
    - Smith, Christopher T MD

Below the search form, there is a green "Search" button and a note: "By selecting 'Search,' you agree to the terms and conditions of the search." At the bottom of the page, there is a disclaimer: "Many doctors have more than one office. However, not all of the doctors' offices may be in our network. If you don't see an office address on this list, the doctor may not be in-network at that location. If you have questions, call Humana at the Customer Service number on the back of your ID card for network." The Windows taskbar at the bottom shows the date and time as 2:42 PM on 8/29/2018.

The system will default to a 15 mile radius of the zip code entered. You may scroll down and refine the search on the left.

55 results found for Smith

Your search results are listed below.

Insurance through your employer | Humana Preferred (HPN-WI) | 53045 | [New search](#)

**Refine your location**

- By ZIP code
- By address

Radius: 15 Miles [Refine location](#)

**Narrow your results**

[Refine results](#)

Last name: All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 123

View by: [List](#) [Map](#)

Select "Name" or "Distance" below to sort your results.

Name	Distance	Details
<a href="#">Smith, Edward B MD</a> <input type="checkbox"/> Add to compare	16985 W Bluemound Rd Brookfield, WI 53005 Waukesha <a href="#">(262) 641 - 8400</a> 1.8 miles <a href="#">Get directions</a> <a href="#">Send contact information</a> <a href="#">Report updated information</a>	✓ Accepting new patients <b>Specialties</b> Surgery <b>Languages spoken</b> English
<a href="#">Smith, Sarah M LPC</a> <input type="checkbox"/> Add to compare	W231N1440 Corporate Ct Ste 310 Waukesha, WI 53186 Waukesha	✓ Accepting new patients <b>Specialties</b> Licensed Mental Health Counselor

Windows taskbar: Type here to search, 2:44 PM 8/29/2018

Many doctors have more than one office. However, not all of the doctors' offices may be in our network. If you don't see an office address on this list, the doctor may not be in-network at that location. If you have questions, call Humana at the Customer Service at 1-800-232-2006.

Where indicated, the physicians are board certified through the American Board of Medical Specialties (ABMS) for the specialties shown.

If searching for an organ or stem cell transplant provider, please call our toll-free number for support: 1-866-421-5663 (TTY: 711 ), Monday through Friday, 8 a.m. to 5 p.m. Eastern time

Please note, any information listed under a provider's practice focus has been supplied by the provider and has not been validated.

The pharmacy network and provider network may change at any time. You will receive notice when necessary.

Some plans require you to obtain a referral from your Primary Care Provider (PCP), or prior authorization from the plan, before receiving certain services. Please refer to your benefit plan information for any referral or authorization requirements.

Important Notice regarding Urgent Care services: Some urgent care centers are hospital-owned which may affect your benefits and cause a possible higher out-of-pocket cost share. All providers and facilities must conform to compliant billing practices when reporting services performed. Before you visit an urgent care center, it's a good idea to ask whether they bill as an independent urgent care center or as an outpatient hospital department, such as an extension of the emergency room. For details on your coverage with each type of facility, check your Benefit Plan Document.

Some PCPs/Providers may not cover some services based on religious or moral beliefs. If this happens to you, call Humana Medical Plan Customer Service at 1-800-477-6931 (TTY: 711). If your PCP/Provider limits counseling, and/ or referral services based on moral or religious grounds are developed, you will be told within 90 days.