Healthy Foods Card

2021 AGENT TOOLKIT

Humana®

Table of Contents

Nutritious food at the speed of a scan. 3

New card. New app. New possibilities. 3

As simple to use as a coupon. 4

Shop to save at these stores. 4

Healthy Foods Card FAQs 5

Online ordering at Walmart.com 6

What items are approved to buy with the Healthy Foods Card? 8

Humana Agent Education. For Internal Use Only. Not to be Shared With a Prospect or Member.

Nutritious food at the speed of a scan.

Members who qualify for the Healthy Foods Card benefit can buy approved healthy foods at retailers nationwide.

This card has a monthly allowance on it that can be used to purchase approved healthy foods at participating stores. Unused funds will not roll over to the next month.

To check the card balance, find a store, or get program details visit **<HealthyBenefitsPlus.com/HumanaHFC>**, or call **<1-855-396-0691 (TTY: 711)>** anytime.

Card Number: <1234 5678 9123 45678>
Security Code: <1234>
HMA56EN4003_12

Easy. Quick. Convenient.

Many Humana members face financial barriers that limit their access to basic foods (something many of us take for granted). To help members on some Dual-Eligible Special Needs Plans (DSNPs) break down those barriers, we created the Healthy Foods Card. It offers a $25, $50 or $75 monthly allowance (depending on the plan) so members can get the food—not to mention the nutrition—they need.

Want to understand why food is so important to health? Read this article.

New card. New app. New possibilities.

What's new with the Healthy Foods Card in 2021?

- New $75 allowance on certain plans.
- New activation website.
- Expanded retail network.
- New card and checkout process with a barcode instead of a magnetic stripe (from swipe to scan).
- Available on 86% of DSNPs![1]
- New mobile app in the App Store or on Google Play.
- New delivery option from Mom's Meals.
- New program partner: Healthy Benefits Plus.
- New quick balance check.
- New online ordering at Walmart.com.

What's the same?

- Approved foods.
- Balance **does not** roll over from month to month.
- The card can't be used until it's been activated.
- Members will need to pay for unapproved items and any remaining balance due.

[1]Available on 77 of 89 DSNPs.

As simple to use as a coupon.

Step 1—Activate the card using one of three options.*

- HealthyBenefitsPlus.com
- Mobile app for Apple or Android devices
- Call 1-833-832-7306 (TTY: 711)

Step 2—Set up an account.

- Use an email address to create a Healthy Benefits Plus account.
- Check available balance, find participating retailers and view categories of approved products.
- No email? No problem. Check balances here or by calling 855-396-0691 (Humana National) or 855-396-3688 (Humana PR) toll-free.

Step 3—Shop for food.

Visit a participating retailer and pick up any approved food or beverage.

Step 4—Check out.

- Cashier rings up the member's groceries and gives the total due.
- Member presents their Healthy Foods Card barcode to the cashier before any other form of payment.
- Cashier scans the barcode.
- Approved foods and beverages are automatically paid for with the available balance.

Step 5—Pay for the rest.

Use another payment method to purchase unapproved items or pay for the remaining balance.

*New activation requirements: 1. A 17-digit Healthy Foods Card number 2. Member's ZIP code 3. Member's birthdate.

Shop to save at these stores.

- Albertsons brands
- Amigos (Puerto Rico only)
- CVS
- DeliverLean (Florida CarePlus only)
- Food Lion
- Giant
- Giant Eagle
- Giant Food
- Hy-Vee
- Kroger brands (excludes Harris Teeter)
- Mom's Meals (excludes Puerto Rico and Florida CarePlus members)
- Niemann Foods
- Shoppers
- Stop & Shop
- Walmart (Puerto Rico)
- Walmart (United States)
- Walmart.com (shelf-stable foods only)

Healthy Foods Card FAQs

Where can I find out which plans include this benefit?

FirstLook.Humana.com. There are 77 of 89 DSNPs that provide this benefit.

What foods are approved?

See page 8. Members can purchase any size or brand of approved foods.

How can members check their card balances?

Members can check balances one of three ways:

1. Visiting the quick balance check page at healthybenefitsplus.com/HumanaHFC.
2. Calling 855-396-0691 (Humana National) or 855-396-3688 (Humana PR) toll-free.
3. Using their Healthy Benefits Plus mobile app.

How do members use the Healthy Benefits Plus mobile app?

1. Member downloads the free app from the App Store or Google Play.
2. Member logs in with their username and password or registers their card if they are a new user.
3. Members can tap “My Account” to check their balance.
4. Members can tap “My Card” to access their digital card barcode a cashier can scan at checkout.
5. Members can tap “Find Store” to search for participating retailers in their area.

Do unused balances roll over month to month?

No, balances reset on the first of each month.

How will members know if their benefits change from one year to the next?

Humana will notify members of changes to the Healthy Foods Card as part of the Annual Notice of Change (ANOC) or Notice of Model Benefits notifications.

What if a member’s card is lost, stolen or damaged?

They can request a new card through their Healthy Benefits Plus account or by calling 855-396-0691 (Humana National) or 855-396-3688 (Humana PR).

Can members use their card with other store discounts, food-assistance programs and/or the OTC card?

Yes, the Healthy Foods Card works with store discounts such as loyalty programs, manufacturer coupons and other assistance/benefits the member may have.

Healthy Foods Card FAQs *(continued)*

How often can a member shop with the Healthy Foods Card?

Whenever they like! Any unused funds on their card expire at the end of each month.

Do members pay sales tax?

Yes, members pay any applicable sales tax on the total at checkout as they normally would.

How can members order from Mom's Meals?

Members can order ready-to-heat, prepared meals from Mom's Meals delivered right to their door one of two ways:

1. Call 1-877-347-3438, Monday–Friday, 8 a.m.–6 p.m., CST.
2. Visit momsmeals.com/HFC (page available after 1/1/2021).

What if their allowance isn't enough to cover the items at checkout?

Members must use another payment method to purchase unapproved items or pay for the remaining balance.

Can members return purchased items?

Purchased items are subject to the store's return and exchange policies.

What other resources does Humana offer for members struggling to get enough food?

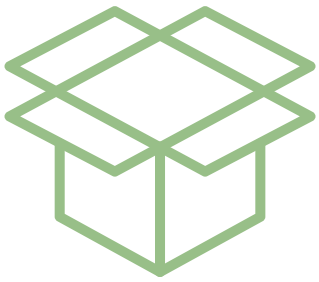
Bold Goal Toolkit
Uniting to Combat Hunger
zoom in by Humana
Humana's Basic Benefit**

Online ordering at Walmart.com

Here's a list of items that can be purchased by members who have this benefit as part of their plan:

Members now have the ability to order shelf-stable foods through Walmart.com. Shelf-stable foods include:

- ✓ Baking items
- ✓ Beverages
- ✓ Boxed meals
- ✓ Cereal
- ✓ Canned goods
- ✓ Canned soup
- ✓ Condiments, sauces and spices
- ✓ Coffee
- ✓ Grains and pasta
- ✓ Snacks, cookies and chips



**Humana's Basic Benefit meal support service provides 14 nutritionally balanced meals to eligible members experiencing food insecurity. Members can call Humana Customer Care at 1-800-457-4708 (TTY: 711), Monday–Friday, from 8 a.m. to 8 p.m., Eastern time to see if they are eligible. Meals typically arrive within seven to 10 days. Based on the member's nutritional needs and food storage, meals are either prepared and ready to heat and eat or are shelf stable for longer pantry storage. Requests are limited to one per member in order to serve as many people as possible.

Here are the steps to shopping at Walmart.com with a Healthy Foods Card:

1. Go to Walmart.com and shop for the approved items listed on page 6 using the search bar.
2. Add approved items to the shopping cart.
3. Click the shopping cart icon.
4. Review cart items and click the blue button on the right side of the page to check out.
5. Sign in to Walmart.com account OR continue as a guest. (The experience is the same, but having a Walmart.com account allows members to access purchase history.)
6. Confirm delivery selection and address. (Items can be delivered to regular addresses or P.O. Boxes in the continental U.S.)
7. Select Gift Card as payment method.
8. Enter the 17-digit Healthy Foods Card number and four-digit security code.
9. Review the order. Note: orders under $35 will be charged a $5.99 shipping fee. The Healthy Foods Card allowance will not cover this fee. Orders over $35 receive free shipping.
10. Pay the remaining balance using another payment method.
11. Click the blue “place order” button.

What items are approved to buy with the Healthy Foods Card?

Here's a list of items that can be purchased by members who have this benefit as part of their plan:

Approved Foods

- ✓ **Bakery**—breads, rolls, tortillas, etc.
- ✓ **Dairy**—milk, eggs, cheese, yogurt, etc.
- ✓ **Frozen**—produce, meals, vegetables, etc.
- ✓ **Grab-and-go items**—fresh meal kits and prepared deli items
- ✓ **Meat** and seafood
- ✓ **Pantry**—baking goods, canned goods, nutritional shakes, pastas, snacks, sauces, condiments, spices, etc.
- ✓ **Produce**—fresh fruits and vegetables, packaged salads, etc.
- ✓ **Beverages**—coffee, tea, juice

Unapproved Items

- X Alcohol
- X Fresh flowers or floral items
- X Household items
- X Self-care items
- X Medicare prescription drugs and services
- X Tobacco and vaping products
- X Lottery or gaming tickets
- X Pet food and pet supplies
- X Over-the-counter (OTC) products

Humana®

Humana Agent Education. For Internal Use Only. Not to be Shared With a Prospect or Member.