

Diabetic supplies



There are many brands of diabetic supplies—blood glucose testing meters and test strips—available through your medical plan.

What are some of the supplies available?

Roche Accu-Chek Nano®, Roche Accu-Chek Aviva Connect®, Roche Accu-Chek Aviva Plus® and Humana Pharmacy® TRUE METRIX® AIR products are among the supplies covered.



Roche Accu-Chek Nano®

- Manufactured in the USA
- Small, 0.6-microliter sample size means less blood
- Fast, accurate results in five seconds
- Use with fingertip or palm



Roche Accu-Chek Aviva Connect®

- Manufactured in the USA
- Bluetooth® Smart Technology
- Small 0.6-microliter sample size
- No coding



Roche Accu-Chek Aviva Plus®

- Manufactured in the USA
- Quick, accurate, five-second results
- Small 0.6-microliter sample size
- Multiple test sites on the body



Humana Pharmacy® TRUE METRIX® AIR

- Bluetooth® Smart Technology
- No coding
- Tiny 0.5-microliter sample size
- Results in as fast as four seconds

You can receive one of these meters at no cost share in one of the following ways:*

- Call Humana Pharmacy, a mail-delivery pharmacy with preferred cost sharing in your network, at **<1-877-222-5084> (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. Because Humana Pharmacy serves as the preferred durable medical equipment (DME) vendor for these products, you can get both the meter and test strips at a \$0 cost share. Or, your doctor can submit a prescription to Humana Pharmacy by calling **<1-800-967-9830>**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or by faxing it to **1-800-379-7617**.
- Call Roche at **<1-888-355-4242> (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time, or Trivida Health (formerly known as Nipro, who manufactures the TRUE METRIX® AIR meter) at **<1-866-788-9618> (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time. If you need to speak to an operator in Spanish, please stay on the line and the operator will assist you.

You can receive the meter and test strips through other DME providers or pharmacies, but standard Part B coinsurance will apply.

*This applies to Humana-covered MAPD members only. It does not apply to Humana-covered prescription drug plan (PDP-only) members, because glucose meters and test strips are covered under Part B.

Humana®

[Humana.com](https://www.humana.com)

Humana is a Medicare Advantage HMO, PPO and PFFS organization and a stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits may change each year. The Drug List and pharmacy network may change at any time. You will receive notice as necessary.

Other pharmacies are available in our network. You should get your new prescription by mail 7–10 days after Humana Pharmacy has received your prescription and all the necessary information. It may take longer if they have to call you or your doctor with questions about the order. Refills should arrive within 5–7 days. If you do not receive your order within this time frame, please call Humana Pharmacy at **1-800-379-0092 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.



[Humana.com](https://www.humana.com)

Discrimination is Against the Law

Humana Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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.
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call the number on your ID card or if you use a TTY, call 711.

If you believe that Humana has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

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 the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Multi-Language Interpreter Services

English: 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)**.

Español (Spanish): 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)**.

繁體中文 (Chinese): 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)**。

Tiếng Việt (Vietnamese): 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)**.

한국어 (Korean): 주의 : 한국어를 사용하시는 경우 , 언어 지원 서비스를 무료로 이용하실 수 있습니다 . ID 카드에 적혀 있는 번호로 전화해 주십시오 **(TTY: 711)**.

Tagalog (Tagalog – Filipino): 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)**.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Наберите номер, указанный на вашей карточке-удостоверении **(телетайп: 711)**.

Kreyòl Ayisyen (French Creole): 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)**.

Français (French): 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)**.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer podany na karcie identyfikacyjnej **(TTY: 711)**.

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número presente em seu cartão de identificação **(TTY: 711)**.

Italiano (Italian): 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)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wählen Sie die Nummer, die sich auf Ihrer Versicherungskarte befindet **(TTY: 711)**.

日本語 (Japanese): 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)**。

فارسی (Farsi):

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)**.

Diné Bizaad (Navajo): Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, námbuu ninaaltsos yézhí, bee nées ho'dółzin bikáá'ígíí bee hółne' **(TTY: 711)**.

العربية (Arabic):

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