Provider Transparency Tools on Humana.com

Easy-to-understand information to help you choose doctors and hospitals with confidence

Table of Contents
- What is transparency?
- Why it's important
- What resources are offered?
- How to use doctor resources
- How to use outpatient resources
- How to use hospital resources
- Summary

This is an overview of Humana's online tools that assist members in choosing doctors and hospitals. Some features and functions may not be available to everyone, or may appear in a slightly different form when you use these tools.

To use the provider resources now, log in to MyHumana – your password-protected, personal home page on Humana.com.
What is transparency?

In the dictionary, one definition of “transparency” is something that is readily understandable. There is nothing in the way to keep you from seeing what is there. Today the term transparency is often used in discussions about healthcare. But what does that mean?

In the world of healthcare, transparency means having information about doctors and hospitals that is easy to access and easy to understand. With it, you can compare the estimated costs and quality of performance of healthcare products and services. In the past, you may have chosen a doctor based on a friend’s recommendation or picked a hospital solely because of location.

Now you can take a new approach when choosing healthcare providers. All the resources you need are in one place – MyHumana, your password-protected, personal home page on Humana.com.

Humana provides transparency resources to help you see ...

- Which doctors are bi-lingual or have convenient office hours
- Which hospitals are considered leaders in certain areas, such as cancer treatment or heart procedures
- Where you can get the most effective treatment for the lowest cost

These resources include:

- Humana’s MyChoice Tools™ on MyHumana – for comparing physicians, hospitals and outpatient facilities
- Online pharmacy tools
- Planning resources and the SmartSummary quarterly health finance and benefits statement e-mailed or sent to members’ homes
- Health and wellness information on MyHumana
- One-on-one advice for members with information about ongoing or chronic health conditions

These resources are easy to find, easy to use, and – most important – backed by data you can trust.

How to use the doctor resources

To find doctor information, log in to MyHumana and click on Humana’s MyChoice Tools.
To start, enter your ZIP code or county, then indicate the mileage range you wish to search.

Next, set your search criteria: enter the condition or procedure you’re searching for.

The results appear in a list, sorted by distance.

The resulting list of doctors includes city and zip...
Select a physician to see estimated costs of an office visit, related pharmacy or drug, and lab tests. You'll also find suggested questions to ask your doctor.

You can also find similar information about Outpatient Facilities. From the MyChoice home page, select Compare Outpatient Facilities.

Click on “Physician Details” for useful information about the practice, including doctor demographics, languages spoken and recognized such as the National Committee for Quality Assurance (NCQA), and Maintenance of Certification. In addition, you’ll find office hours, phone numbers, and maps.

There’s even a link to a map.

Start again from the MyChoice home page.
As with the doctor resource, enter your address information.

Select from outpatient surgery or diagnostics. Then choose from the list of conditions and procedures.

You'll see a list of outpatient facilities with related information. Discuss this information with your doctor to make an informed decision about your procedure.

Facilities, location, costs and ratings together in one list.
The resources for Hospitals are also found here. Again, from the MyChoice home page, select Compare Hospitals.

As before, enter your address information.

You’ll select a category, then the procedure or diagnosis you’ve discussed with your doctor.

In the window, you’ll see a description of the procedure.
Then you'll see a list of hospitals with the number of patients who've had the procedure performed there, and the distance to the hospital.

By clicking on compare selected, you'll see a list of measures to compare.

Choose the criteria that are important to you.

Select "Create Report" and you'll see a summary with a range of costs and ratings for the effectiveness of these hospitals.

Compare estimated costs and see ratings.
Much more information is available such as length of stay and patient experience survey results. Just click a tab to see those sections.

As with the information for doctors and outpatient facilities, the hospital rankings and estimated cost information aren’t intended as an endorsement of any particular hospital. They’re simply an additional source of guidance to consider when making your healthcare decisions.

Summary
Humana is committed to helping you make confident healthcare decisions

Choosing a doctor or hospital is an important decision, and these tools are one of many sources of helpful information. As the cost of healthcare continues to increase, we’re committed to introducing Web-based resources to help you make your healthcare decisions.

We hope you’ll use these resources to help you choose with confidence.

Questions?
If you have questions about the provider transparency tools, check out the Frequently Asked Questions link in the online demo. Members can also call the Customer Service number on your Humana member ID card. If you’re an employer, provider, or insurance professional, call your local Humana representative at 1-800-4-HUMANA.