

## Use of Your Card

Your card is not a credit card but may be entered as “credit” to checkout. If prompted, your PIN is the last 4 digits of your card number. You can either use card as “debit” and enter PIN, or as “credit” and bypass PIN. Products may not be available at every location. Your card is not accepted at ATMs and cannot be used to obtain cash. Any fees associated with transactions will be deducted from the allowance. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply. Please do not throw away your card and keep it safe. Humana is not responsible for funds lost due to lost or stolen cards. Benefits listed here are part of a Medicare plan.

This Card is redeemable for specific goods and services at select merchants. Card may not be used for alcohol, tobacco and vaping products, firearms, lottery or gaming tickets. This Card is not redeemable for cash except as required by law. Call 1-855-396-0691 (TTY: 711) for balance. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Distributed by Optum Financial, Inc. on behalf of itself and its subsidiaries. **No Cash or ATM Access.**

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana’s nondiscrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618, **877-320-1235 (TTY: 711)**.

### Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

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.

This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.

**Español (Spanish):** Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711)**. Horas de operación: 8 a.m. a 8 p.m. hora del este.

**繁體中文 (Chinese):** 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。