Humana. Your MarketPOINT Partner for Success.



AGENT NOTIFICATION

- Be Informed
- Educate Your Clients
- Protect Our Members

SELLING WITH INTEGRITY

If you have any compliance and/or ethics related concerns or are aware of any fraud, Waste and Abuse, please contact one of the following.

- The Humana Ethics Office at ethics@humana.com
- The Ethics Hotline at 1-877-5-THE-KEY or www.ethicshelpline.com

REMEMBER... YOU ARE THE KEY TO INTEGRITY

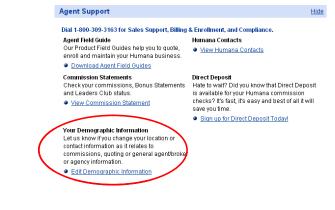
COMPLIANCE ALERT Importance of Accurate Agent Demographics

It is important that agents keep all of their demographic information current with Humana while they are representing and distributing Humana plans. As stated in the Producer Partnership Plan, agents must keep their resident, business and shipping address current, as well as their phone numbers and e-mail address. Agents should make updates within 7 days should any of this information change.

Without current addresses, e-mail and phone numbers, Humana cannot effectively communicate with agents. In addition, sales materials and reimbursement checks cannot be delivered accurately. Shipping addresses should never be a PO Box - it must be a street address. **NOTE:** Any supplies or reimbursement checks that are returned due to an outdated address **will not be reissued or re-delivered.**

Keeping all demographic information up to date is easy. Agents can:

- Call the ASU with any changes to:
 - ✓ Name
 - ✓ Resident, Business or Shipping address
 - ✓ Phone number
 - ✓ E-mail address
- Make the change themselves right on the Agent Portal



AGENT SUPPORT (800) 309-3163 agentsupport@humana.com Monday-Friday 8:00 – 9:00 EST