

Regarding changes with Humana Medicare HMO & AdaptHealth

Humana customers with DME are getting letters making it appear that their current provider left the program voluntarily.

The letter says..." We are writing to let you know that as of 7/31/23 ___ company will no longer participate in the Humana Medicare HMO plan network. However, there is other durable medical equipment (DME) providers in your network to choose from, including AdaptHealth."

If you have customers who are enrolled in a Humana Gold plan, you might wish to let them know that you did **not** volunteer to abandon them. You might also consider suggesting they call 1-800-MEDICARE and let them know if they experience any difficulties getting what they need when they need it because of this change.

AdaptHealth is a national company, but they operate under a long list of other names, including those of companies they have bought. In Alabama, they have at least two that we know, 1st Choice and Aeroflow, either of whom may have been operating under another name when they were purchased that is still in use. For this reason, we are currently unable to advise who your Humana customers may be hearing from. If anyone knows of a quick way to determine this, please let us know.

You may search for a location near you at <https://adapthealth.com/locations/>.