



EARN REWARDS

Connect compatible apps and devices to Go365®

Go365.com



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Compatible fitness devices and apps



Manufacturer

Device

Amazon	All Halo devices
Expresso	All Expresso devices are compatible
Fitbit	All Fitbit wearable devices are compatible
Garmin	All Garmin wearable devices are compatible All Garmin Edge devices are compatible
iHealth	Edge
Misfit	All Misfit wearable devices are compatible
Withings	All Withings wearable, scale and blood pressure devices are compatible
(formerly Nokia Health)	
Polar	All Polar devices are compatible
Qardio	All Qardio scale and blood pressure devices are compatible

Compatible apps

Apple Health
Craving to Quit
Eat Right Now
Fitbit
Fitbit Premium

Life Fitness
MyFitnessPal
Noom
RunDouble C25k
RunKeeper

Samsung Health
Strava
Unwinding Anxiety

References to products and equipment in this material are not an endorsement or warranty by Humana or Go365 of the products or equipment. The manufacturer of the products or equipment is solely responsible for defects with or problems arising out of the use of the products or equipment. Such references to products and equipment are used as examples of products and equipment that are compatible with Go365, of which are subject to change at any time without notice. For the most up-to-date list, refer to Go365.com or the Go365 app.

Notice: People who have a pacemaker or other electronic medical device use a heart rate monitor at their own risk. It is strongly recommended that people with a pacemaker or other electronic medical devices consult with their doctor before beginning an exercise regimen and using a heart rate monitor. A doctor may suggest an exercise test under his or her supervision to determine the appropriate intensity level for exercise and to ensure the simultaneous use of the medical device and heart rate monitor is safe for you.

Earn Points using your device



Refer below for data Go365 accepts from fitness devices

Device type	Steps	Calories	Heart rate	Weight*	Blood pressure*†	Glucose*†	Sleep
Halo 	•						
Espresso 		•	•				
Fitbit 	•	•	•	•			•
Garmin 	•	•	•				•
iHealth 	•				•	•	•
Misfit 	•						
Withings (formerly Nokia Health) 	•	•			•		
Polar 	•	•	•				
Qardio 				•	•		



Connectable on: Web & App | App only

*Adult children are not eligible to earn Points or Bucks for these activities.

†This activity only displays if members have a recommended activity related to it within their Go365.com account.









See Compatible Fitness Devices and Apps section for specific devices that work within the Go365 experience.

Data that Go365 receives depends on the device type. Check the manufacturer's device specs to confirm the type of data Go365 will receive.

Earn Points using your mobile app



Refer below for data Go365 accepts from fitness mobile apps

Mobile app	Steps	Calories	Food	Heart rate	Weight*	Sleep
Apple Health 	•	•		•	•	•
Fitbit 	•					
Life Fitness 		•				
MyFitnessPal 			•		•	
RunDouble C25K 		•				
RunKeeper 		•				
Samsung Health 	•		•		•	•
Strava 		•				



Connectable on: Web & App | App only

***Adult children are not eligible to earn Points or Bucks for these activities.**






Apple Watch and Samsung Gear devices are compatible with mobile apps. Third-party devices connected through Apple Health and Samsung Health will not sync to Go365. To ensure the proper data transfers from Apple Health, please be sure to sign in to the Go365 app after completing your daily activity.

MobileTrack must be turned on in the Fitbit app for steps to transfer to Go365.

Earn Points for virtual coaching apps



Refer below for data Go365 accepts from virtual well-being coaching apps

Mobile app	Weight management	Physical activity	Nutrition	Tobacco cessation	Stress management	Diabetes
Noom 	•					•
Fitbit Premium 		•				
Eat Right Now 			•			
Unwinding Anxiety 					•	
Craving to Quit 				•		



Connectable on: Web & App | App only


From time to time, Go365 may make available items and services from third-party vendors. While some services are provided at no additional cost to you, if you choose to use certain items and services, you may incur additional fees that are not covered by Go365. Discounts for third-party products are off full retail price. Third-party vendors may run promotions that make it less expensive to purchase the product directly from such vendors. Humana does not endorse the items, services or content provided by third-party vendors.

How to connect to Go365



For connecting online

Sign in to Go365.com

- 1 Click “Account” > “Quick links” > “Connect and manage devices”
OR
Click the connections icon  of main menu > “Manage devices”
- 2 Select the “Connect” button under the activity tracker you choose and follow the prompts



For connecting in the Go365 app

Sign in to the Go365 app

Android users: Tap the “Menu” icon on the dashboard > Tap “Account & Settings”

iOS users: Tap the “More Menu” icon > Tap “Account Settings” or the “Profile” icon on the dashboard

- 1 Tap “app and device connections”
- 2 Select your chosen activity tracker to connect and follow the prompts

See important details on the next page after you’ve connected your device or an app.

Check out the Go365 Community <https://community.go365.com/s/> for tips and tutorials about compatible apps and devices, as well as how to connect.

Important details after you've connected



Make sure your activity uploads to the activity tracker manufacturer's account (for example, Garmin or Fitbit account). If your activity isn't there, Go365 can't pull any data over to award you!

Upload device activity to the manufacturer's account at least once a week so you don't miss out on daily Points.

Sign in to the Go365 app at least once a week if using Apple Health or Samsung Health to ensure your activity awards.

Ensure your device or app account is not linked to a social media account, such as Facebook, as it can block data from feeding over to Go365 and earning you Points.

You don't need to connect a device or app to earn workout Points if you visit a participating fitness facility or work out with a participating digital fitness connection. Just ensure your fitness facility or digital fitness connection membership is connected to Go365:

- Sign in to Go365.com
- Find your digital fitness connection
- Select "Participating fitness facilities"
- Find your digital fitness connection and select "View connection details" OR search by ZIP code to find your gym and select "Earn Points at this facility" for instruction

Don't see your fitness facility?
Share this [flyer*](#)
with your gym to help us expand our network

If applicable, remember to use the Beacon check-in on the Go365 app. Some locations have a Beacon to award for fitness facility workouts or other Go365-eligible activities using the Go365 app. To connect to Beacon check-in:

- 1 Tap "Beacon" from "Account and Settings" on the Go365 app
- 2 Toggle on the Beacon check-in
- 3 With Bluetooth reception "On" and location services "Always" on, wait for available Beacons to appear and choose a Beacon

*<https://docushare-web.apps.cf.humana.com/Marketing/docushare-app?file=3526276>

How to earn Points

Verified workouts and bonus Points



Verified workout Points

Steps	Earn 1 Point per 1,000 steps.
Calories	Earn 5 Points per 100 calories if burn rate exceeds 200 calories/hour. (For app-based trackers, the GPS feature of the phone needs to be active, and the workout should take place outdoors or in an area with GPS signal reception.)
Heart rate	Earn 5 Points for every 15 minutes you spend above 60% of your maximum heart rate. Your maximum heart rate is calculated by subtracting your age from 220.
Participating facilities & digital fitness connections	Earn up to 10 Points per day when you check in at a fitness facility linked to Go365 or complete a workout with one of our digital fitness connections.
Photo proof of workout	Earn up to 10 Points per day when you submit a photo of your workout, such as a selfie during your workout or a screenshot of your workout video or app.

Calculating daily Points

Each day, Go365 will look at Points earned across all workout types and award the category with the highest value for that day. Points are awarded for one workout type per 24-hour period from 12:00 a.m. – 11:59 p.m. Go365 members may earn a maximum of 50 daily fitness Points.

Bonus Points

Weekly workout	Earn 50 bonus Points when you earn more than 50 workout Points in a week. Earn 50 additional bonus Points when you earn more than 100 workout Points in a week. Week is defined as Sunday–Saturday.
First verified workout	Earn 500 Points once in your lifetime when you complete your first workout ever in Go365.

How to earn Points

Virtual well-being coaching activities



Coaching activities

Earn 10 Points per week, up to 520 total Points per program year, by completing one of the following coaching activities.



Weight management

Diabetes

Complete one of the following:

Log 3 or more meals

Log physical activity at least 3 times (device synced or manual entry)

Message your coach

Post or respond to the group feed

Weigh in 1 or more times

Read an article



Physical activity

Complete at least 1 workout on 3 different days



Nutrition

Stress management

Tobacco cessation

Complete one of the following across 3 different days:

At least 1 Daily Lesson

At least 1 check-in

1 Want-O-Meter, Stress Test or Stress Meter, whichever is available

Note: Mixing and matching (i.e., 2 check-ins and 1 completed workout or 1 Stress Test and 2 Want-O-Meters) does not qualify for Points.

Links to third-party apps are provided for your convenience. Humana Wellness, its parent and affiliates have not reviewed or verified the information provided within such applications and disclaims any responsibility for the content or accuracy. Humana Wellness is not liable for the negligent provision of services by a third party. These apps should not be construed as medical advice and you should consult with an applicable licensed professional to determine what is right for you.

How to earn Points

Additional Go365 activities



Weekly log

Complete one of the following activities within a week to earn up to 10 Points per week.

Food	Log daily food consumption
Weight	Log your weight*
Blood pressure	Record your blood pressure*†
Glucose	Record your blood glucose**†

Challenges

Create or join a Challenge to compete with your friends and colleagues. Earn 100 Points for participating in a Challenge, up to 200 Points per month.

Note: Type of Challenge (steps, weight and sleep) and length of time vary.

Sleep diaries

Sleep 7 or more hours per day for 5 days in a calendar week (Sunday–Saturday) to earn 25 Points per week, up to 150 Points per program year.

*Adult children are not eligible to earn Points or Bucks for these activities.

†This activity only displays if members have a recommended activity related to it within their Go365.com account.

Go365 is not an insurance product and is not available with all Humana health plans. This is a general description of services which are subject to change. Product features may vary by client. Please refer to Customer Support for more information.

Recommended activities are not medical advice. Consult your physician. We are committed to helping you achieve your best health. Rewards for participating in Go365 are available to all members. If you think you might be unable to meet a standard for a Go365 reward, you might qualify for an opportunity to earn the same reward by different means. Contact Go365's Customer Care team by signing in to Go365.com and using the secure live chat feature on the bottom right of the screen or by calling the number on the back of your member ID card, and we will work with you (and, if you wish, with your healthcare practitioner) to develop another way to qualify for the reward.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** 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 their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

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.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك