



FAQ for Members

What is the 2022 Go365® National Step Challenge?

For official rules, [click here](#).

The 2022 Go365 National Step Challenge is Go365's 5th annual step-based health and wellness contest focused on improving member fitness and fighting hunger.

Why participate?

Join together in purposeful competition while rallying around a common goal with fellow coworkers to help your company come out on top.

Start, regain or maintain healthy habits. After the 2021 National Step Challenge, participants logged 1K+ more steps and an annualized total of 1K+ more Fitness Points relative to nonparticipants.¹ That means more Bucks and benefits from Staying active! You may even see healthcare savings. National Step Challenge participants who reached higher Status levels have an estimated claims savings of \$321 annually.²

Make a difference in our local communities across the country in the fight against hunger.

- More than 38 million people face hunger in the U.S., including 12 million children.³
- Winners' communities will share in the 1 million meals* in total donated to Feeding America, the nation's largest domestic hunger relief organization, through this challenge.⁴

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How does the challenge work?

Your company will compete against other similarly sized company teams to achieve the highest average step count per day.

Key dates:

Enrollment period	Division placement**	Challenge period	Upload period
8/29 – 9/27	9/28 – 10/4	10/5 – 11/2	11/3 – 11/8

Team sizes (divisions):

Team size
Small: 2 – 10
Medium: 11 – 50
Large: 51 – 99
Jumbo: 100+

Who's eligible to compete in the challenge?

All companies with Go365 that have two or more eligible members ("Groups") that are active Go365 groups at the time of the challenge and at the time prizes are awarded, with a Humana/Go365 effective date on or before July 1, 2022, and have their principal place of business in the U.S. Companies with a Humana/Go365 effective date after July 1, 2022 are not eligible. Groups with only a single employee are not eligible. Any Go365 subscriber, spouse, or dependent (18 or older) who enrolls in the challenge will be automatically assigned to their company's team. To participate, Group members must have a [Go365-compatible device or app](#) to count steps and the device or app must be connected to Go365.

No members may join their team after the close of the enrollment period, and no members may be dropped from their team unless no longer employed with the Group. Once enrollment is over, the departure of a team member will not affect the division in which the team participates, even if it results in a team size that would otherwise compete in a different division.

Employees of Humana Inc. or its subsidiaries or affiliates are not eligible to participate (unless they are a spouse or eligible dependent of a subscriber on an eligible Group plan). Medicare, Group Medicare, and Medicaid members are not eligible to participate. One (1) team entry per Group.

If my child dependent turns 18 years during the challenge, are they able to participate?

Members who recently turned 18 will not be able to join if the enrollment period is over.

How does my company join the challenge/create a team?

There is no need to create a team; every eligible company is automatically enrolled in the challenge as a company team. The name of your company's team is the name of your company on file with Go365. Eligible members simply need to join the challenge during enrollment to be automatically assigned to their company's team.

How do I join the challenge/create a team?

During the enrollment period, simply find the 2022 National Step Challenge online or in the Go365 app within the challenges area and tap the button "Join your team" to be automatically assigned to your company's team.

I'm having trouble joining the challenge. Who do I contact?

If you cannot enroll during the enrollment period (i.e., cannot sign into Go365.com, cannot join due to a technical issue, assigned to the wrong team), contact customer service to resolve the issue.

What do I need to participate?

You need a [Go365-compatible device or app](#) that counts steps and is connected to Go365 to participate. All steps should be uploaded to your Go365 account by the last day of the "Upload period" for steps to count.

How fast will my steps upload to the challenge?

Step data processes within 48 hours after it has loaded to members' Daily Workouts calendar.

What are the prizes for the challenge?

Besides bragging rights, prizes will be awarded to winning teams in the form of a donation in the name of the winning team's company to the nonprofit Feeding America. Prizes will be awarded to first, second, and third tier winners for each division.

- **First Tier (first – fifth place):** 30,000 meals will be donated in the name of each winning team's company (approximate retail value \$3,000 per winning team).
- **Second Tier (sixth – tenth place):** 15,000 meals will be donated in the name of each winning team's company (approximate retail value \$1,500 per winning team).
- **Third Tier (eleventh – fifteenth place):** 5,000 meals will be donated in the name of each winning team's company (approximate retail value \$500 per team).

Each winning team in the First Tier (first – fifth place) will also receive a teardrop award (approximate retail value \$45). Total retail value of recognition prizes is \$900 (higher if there is a tie and multiple teardrop awards are given). Total retail value of all meal donation prizes is approximately \$100,000. Federal, state, and local taxes, if any, are solely the responsibility of the charitable organization receiving the donations.

How are local community locations determined for meal distribution?

Feeding America is a network of 200 member food banks across the country and will match each winning team's zip code for their principal place of business to the nearest food bank; 100% of the proceeds donated to Feeding America on behalf of the winning teams (groups) will be distributed to the food bank that serves the community of the winning team's primary zip code.

How are winners of the challenge determined?

Winners will be determined by highest team average step count per day across the four divisions. See the “Selection of winners” section of the [official rules](#) for more detail.

Where can we see who’s in the lead?

See who is in the lead of your company’s specific division on the challenge leaderboard within the app and online.

What happens if there is a tie?

In the event of a tie for any place, the team with the highest percentage of eligible members enrolled in the challenge shall be deemed the winner. If there’s still a tie, see the “Tiebreaker” section of the [official rules](#) for more detail.

How will winners be notified?

Winning teams will be notified by email or telephone shortly after the challenge ends.

How do I help my company win?

Get as many steps as you can in a day, stay up-to-date on who’s in the lead and be an advocate for everyone who is on your company team. Keep the challenge top of mind in your associate meetings and interactions with your colleagues. Be the ultimate cheerleader for your company!

Is there a step cap for how many steps I can upload?

There is a daily step cap of 35,000 steps per day for each member.

Can I earn Points for participating in the challenge?

Yes! You can earn 100 Points for participating (subject to the 200/month limit for challenges). In addition, you can earn Daily Workout Points for steps logged through a compatible tracker (1 Point for every 1,000 steps, up to 50/day).

Who do I contact if I need assistance?

Stay connected through the [Go365 Community](#), [Facebook](#) and [Twitter](#) to ask questions and get challenge-related information and tips. Still need assistance? Check in with your Human Resources to see if there’s a designated Go365 Champ at your company who can help, or contact Customer Care by calling the number on the back of your member ID card or sending a secure chat.

*\$1 helps provide at least 10 meals secured by Feeding America on behalf of local member food banks.

**Members will not see the challenge in their Go365 experience during this time while we place teams in their division based on team size.

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^{1,2} Based on internal analysis between a sample of 2021 National Step Challenge participants and nonparticipants. Claims saving estimates based on conversions to Silver and Gold+ engaged tiers and Go365 Fully Insured Outcomes Study.

³Feeding America, Hunger in America, last accessed June 20, 2022 <https://www.feedingamerica.org/hunger-in-america>

⁴Feeding America website, last accessed June 20, 2022 <https://www.feedingamerica.org/>

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.

No purchase necessary. Void where prohibited. Open to active Go365 Employer Groups with 2 or more eligible members (effective date on or before 7/1/22) and principal place of business in U.S. Subscriber, spouse, and dependents 18+ may participate. Must have Go365-compatible step-counting app or device. Dependents under 18, Medicare, Group Medicare, and Medicaid members not eligible. Employees of Humana and its subsidiaries/affiliates not eligible except as spouse/dependent of eligible non-Humana Group. One team entry per group. Enrollment 12:01 a.m. ET 8/29/22 through 11:59 p.m. ET 9/27/22. Contest begins 10/5/22 and ends 11/2/22. Total amount donated in winners' names \$100,000; total value of additional prizes \$900. Subject to [Official Rules](#).

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'hí béesh bee hani'í bee wolta'ígíí bich'í' hódílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowol.

العربية (Arabic)

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الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك