

Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers enrollees opportunities to earn rewards for taking healthy actions.

Go365 for Humana Healthy Horizons is available to all enrollees who meet the requirements of the program. To participate in this program enrollees must:

- Download the Go365 for Humana Healthy Horizons App from iTunes/Apple Shop or Google Play on a mobile device

Visit the App Store



or use the camera on a smartphone to scan the below QR code



Visit Google Play



or use the camera on a smartphone to scan the below QR code



- Create an account to access and engage in the program
 - Enrollees under the age of 18 must have a parent or guardian register on their behalf to participate and engage with the program. The person completing the registration process on behalf of a minor must have the minor's Medicaid Enrollee ID.
 - Enrollees who are 18 and older can register to create a Go365 account. You must have your Medicaid Enrollee ID.

If you have a MyHumana account, you can use the same login information to access Go365 for Humana Healthy Horizons, after you download the app.

Humana
Healthy Horizons™
in Kentucky

For each eligible Go365 activity completed, you can earn rewards and then redeem the rewards for gift cards in the Go365 in-app mall. Rewards earned through Go365 have no cash value and must be earned and redeemed prior to the reward expiration date.

Healthy Activity Reward Chart

Go365 Healthy Activity	Age	Reward
Health Risk Assessment (HRA)	18+	\$20 in rewards (1 per lifetime) for enrollees ages 18 and older who complete a HRA within 90 days of enrollment with Humana Healthy Horizons
Breast Cancer Screening	50+	\$25 in rewards (1 per year) for female enrollees ages 50 and older who receive a mammogram
Cervical Cancer Screening	21+	\$20 in rewards (1 per year) for female enrollees ages 21 and older who receive a pap smear
COVID-19 Vaccine	5+	\$40 in rewards (1 per year) for enrollees ages 5 and older who get a COVID-19 vaccine
Colorectal Cancer Screening	45+	\$25 in rewards (1 per year) for enrollees ages 45 and older who obtain a colorectal cancer screening as recommended by their PCP
Diabetic Retinal Exam	18+	\$20 in rewards (1 per year) for enrollees with diabetes ages 18 and older who receive a retinal eye exam
Diabetic Screening	18+	\$40 in rewards (1 per year) for enrollees with diabetes ages 18 and older who complete an annual screening with their primary care provider for HbA1c and blood pressure

Go365 Healthy Activity	Age	Reward
Flu Vaccine	All ages	\$20 in rewards for enrollees who receive a yearly flu vaccine from their provider, pharmacy, or other source (proof may be required, if source other than provider or pharmacy administers the flu vaccine)
Haircuts for Kids	Grades K-12	1 standard haircut for enrollees in grades K-12 valued at \$20 Reward available for haircuts received between July 20, 2022 and September 15, 2022
Human Papillomavirus (HPV) Vaccine	9-13	\$50 in rewards (once per lifetime) for enrollees who receive two doses of the HPV vaccine between their 9th and 13th birthdays
Level of Care Education	19+	\$10 in rewards (1 per year) for enrollees ages 19 and older who complete education around when to go to an emergency room
Pediatric Dental Visit	2-20	Up to \$30 in rewards for enrollees ages 2 to 20 who complete 2 dental cleanings per year (\$15 in rewards per dental cleaning)
Postpartum Visit	Postpartum females	\$25 in rewards (1 per pregnancy) for enrollees who receive 1 postpartum visit within 7 and 84 days after delivery
Prenatal Visit	Pregnant females	\$25 in rewards (1 per pregnancy) for enrollees who receive 1 prenatal visit within the first trimester of pregnancy OR 1 prenatal visit within first 42 days of enrollment with Humana Healthy Horizons in Kentucky

Go365 Healthy Activity	Age	Reward
Tobacco Cessation	12+	\$25 in rewards (1 per year) for enrollees ages 12 and older who complete two calls within 45 days of enrollment in the tobacco-cessation program, and \$25 in rewards (1 per year) for enrollees ages 12 and older who complete the full program (a total of up to 8 calls) within 12 months of the first call
Weight Management	12+	\$10 in rewards (1 per year) for enrollees ages 12 and older who enroll in the weight management program and complete an initial well-being checkup with their PCP, and \$30 in rewards (1 per year) for enrollees ages 12 and older who complete the full program (a total of up to 6 calls) and final well-being checkup with their PCP
Well-Child Visits	0-15 months	Up to \$60 in rewards for enrollees ages 0 to 15 months old who complete 6 well-child visits (\$10 in rewards per well-child visit)
Wellness Visit	2+	\$20 in rewards for enrollees ages 2 and older who receive 1 annual wellness visit, and \$10 in rewards for new enrollees ages 2 and older who complete a PCP wellness visit within 90 days of enrollment with Humana Healthy Horizons in Kentucky

How to Redeem your Rewards

After completing one or more healthy activities (as listed above):

- Your rewards will accumulate in your Go365 account
- You can access the Go365 in-app mall through the app
- You can redeem your rewards for e-gift cards from popular retailers

Note: Rewards have no cash value. The monetary amounts listed above are reward values, not actual dollars. For some rewards, your doctor has to tell us that you completed the healthy activity. Once we get this information from your doctor, you will see in the app the option to redeem the reward. For any reward you qualify to earn during the 2022 plan year, we must get confirmation from your doctor by no later than March 15, 2023.

Humana Healthy Horizons is available to all enrollees who meet the requirements of the program. Rewards are not used to direct the enrollee to select a certain provider. Rewards may take 90 to 180 days or greater to receive. Rewards are non-transferrable to other Managed Care Plans or other programs. Enrollees will lose access to the Go365® App to the earned incentives and rewards if they voluntarily dis-enroll from Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31), enrollees with continuous enrollment will have 90 days to redeem their rewards. E-gift cards may not be used for tobacco, alcohol, firearms, lottery tickets, and other items not supporting a healthy lifestyle. Rewards are not used to direct an enrollee to a specific healthcare provider.

Call Go365 at **888-225-4699 (TTY: 711)**, or visit **[Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365)**, to learn more about the program.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-444-9137 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 p.m., Eastern Time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

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 **800-444-9137** 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>.

Auxiliary aids and services, free of charge, are available to you. **800-444-9137 (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.

Humana Healthy Horizons in Kentucky is a Medicaid Product of Humana Health Plan Inc.

Language assistance services, free of charge, are available to you.
800-444-9137 (TTY: 711)

English: Call the number above to receive free language assistance services.

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

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

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

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Srpsko-hrvatski (Serbo-Croatian): Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

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

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

Deutsch (Pennsylvania Dutch): Ruf die Nummer owwe fer koschdefrei Hilf in dei eegni Schprooch.

नेपाली (Nepali): निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गर्नका लागि माथिको नम्बरमा फोन गर्नुहोस् ।

Oroomiffa (Oromo): Tajaajila gargaarsa afaan argachuudhaf bilbila armaan oli irratti bilbilaa.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Ikirundi (Bantu – Kirundi): Hamagara izo numero ziri hejuru uronswe ubufasha kwa gusa bw'uwugusobanurira mu rurimi wumva.