

Enrollee Value-Added Benefits, Services, and Healthy Rewards Guide 2022



Welcome to the Humana Healthy Horizons® in Kentucky 2022 Enrollee Value-Added Benefits, Services, and Healthy Rewards Guide. As a Humana enrollee, you get the Medicaid coverage you need and deserve, so you have time to focus on the things you love. These Value-Added Benefits, Services, and Healthy Rewards are at no cost to you. All Value-Added Benefits, Services, and Healthy Rewards are subject to change, with advance notice.

This guide provides detailed information about each:

- Value-Added Benefit
- Service
- Healthy Reward

This guide also includes information about:

- Age limits
- How you can access each Value-Added Benefit, Service, and Healthy Reward
- Value-Added Benefit, Service, and Healthy Reward details

Humana
Healthy Horizons®
in Kentucky

HUMM06533EN



For additional assistance with details and how to access these Value-Added Benefits, Services, and Healthy Rewards, call Enrollee Services at **800-444-9137 (TTY: 711)**, Monday – Friday, from 7 a.m. – 7 p.m., Eastern time.

Benefit	Age limit	Benefit details	How do I access the benefit
<p>Cell Phone Services</p>	<p>All</p>	<p>Free Tracfone through the federal program, per household. Enrollees who are under 18 will need a parent or guardian to sign up.</p> <p>This benefit covers:</p> <ul style="list-style-type: none"> • 1 phone • 1 charger • 1 set of instructions • 350 minutes per month • 4.5 GB of data per month • Unlimited text messages per month • Training for you and your caregiver at the first care manager orientation visit (when applicable) <p>Calls to Enrollee Services for health plan assistance and 911 for emergencies are free, even if you run out of minutes.</p> <p>You must make at least 1 phone call or send 1 text message every month in order to keep your benefit.</p> <p>Enrollees under care and/or disease management may be eligible for unlimited minutes and an additional 4GB of data upon Plan approval.</p> <p>You also may qualify for enhanced benefits through the Affordable Connectivity Program (ACP). These enhanced benefits include:</p> <ul style="list-style-type: none"> • Unlimited minutes • 5 GB hotspot • Unlimited data <p>For more information, and to determine if you are eligible for these enhanced benefits, contact SafeLink at 877-631-2550 or at www.safelink.com.</p> <p>Benefits are subject to change by the FCC under the Lifeline program.</p>	<p>Contact Safelink at Safelink.com or call Safelink at 877-631-2550 to enroll</p> <ul style="list-style-type: none"> • You need to provide your Humana Healthy Horizons in Kentucky enrollee ID. <p>You must be enrolled in Safelink at least 30 days to qualify for the benefit.</p> <p>Example:</p> <ul style="list-style-type: none"> • You contact Safelink to enroll in the program on December 24, 2021 • You will not have your 350 minutes per month until February 1, 2022 <p>If you are enrolled in care and/or disease management and enroll in this cell phone service, you may request approval to receive unlimited minutes and an additional 4GB of data by calling Enrollee Services at 800-444-9137 (TTY: 711).</p> <p>Benefits are subject to change by the FCC under the Lifeline program.</p>

Benefit	Age limit	Benefit details	How do I access the benefit
<p>Humana Workforce Development Program</p>	<p>21+</p>	<p>The Humana Workforce Development Program will provide up to 12 months of assistance to support each participant in planning for the future (e.g., education, training, financial counseling) and engaging in and maintaining meaningful work (e.g., job support and retention coaching).</p> <p>Limited space available.</p> <p>Humana identifies enrollees who may meet the criteria to participate in this program based on:</p> <ul style="list-style-type: none"> • Their responses to questions in the Health Risk Assessment (HRA) • Referral from a Humana care manager • Enrollee self-referral <p>A Workforce Development Program Employment Coach contacts prospective enrollees to:</p> <ul style="list-style-type: none"> • Complete an employment assessment • Determine if enrollee meets participation criteria • Determine interest <p>After enrollment into the program, enrollees are assigned an Employment Coach.</p> <p>Enrollee caretakers age 21 and older participating in the Humana Workforce program may be eligible for reimbursement up to \$40 per quarter for child care during job seeking opportunities, limited to 4 times per year.</p>	<p>To request to participate in the Humana Workforce Development Program:</p> <ul style="list-style-type: none"> • Email KYMCDPopulationhealth@humana.com • Call Enrollee Services at 800-444-9137 (TTY: 711) <p>Emails should include:</p> <ul style="list-style-type: none"> • “Workforce” in the subject line • Enrollee ID number (which you can find on the back of your ID card) • Brief description of why you want to participate in the program <p>After Humana receives this self-referral, a Workforce Development Program Employment Coach contacts prospective enrollees to:</p> <ul style="list-style-type: none"> • Complete an employment assessment • Determine if enrollee meets participation criteria • Determine interest <p>After enrollment into the program, enrollees are assigned an Employment Coach. Employment Coaches assist enrollees with requests for Child Care and Transportation assistance.</p>

Benefit	Age limit	Benefit details	How do I access the benefit
Criminal Expungement Services	21+	<p>Reimbursement of up to \$340 for criminal record expungement, as allowed per KYCourts.gov, per lifetime</p> <p>To qualify for Criminal Expungement Services:</p> <ul style="list-style-type: none"> • Open to Humana Healthy Horizons in Kentucky enrollees older than 21 • Enrollee must have a Class D felony • Enrollee must meet the Commonwealth of Kentucky’s guidelines for expungement <p>Once expungement certificate is received:</p> <ul style="list-style-type: none"> • Enrollee has 30 days to file a petition for expungement • Enrollee pays the \$50 non-refundable filing fee <p>When the enrollee’s expungement order is granted</p> <ul style="list-style-type: none"> • Enrollee pays additional fee of \$250. <p>To request help with the expungement application process, enrollees must contact one of the following organizations or resources:</p> <ul style="list-style-type: none"> • Region 1: Kentucky Legal Aid • Region 2: Kentucky Legal Aid • Region 3: Louisville Urban League, Reily Reentry Project • Region 4: Kentucky Legal Aid • Region 5: Legal Aid of the Bluegrass • Region 6: Legal Aid of the Bluegrass • Region 7: Legal Aid of the Bluegrass • Region 8: AppalReD <p>Statewide:</p> <ul style="list-style-type: none"> • Clean Slate Kentucky: CleanSlateKentucky.com • Goodwill Industries: GoodwillKY.org/event/expungement-clinic-18/ • ACLU of Kentucky: ACLU-KY.org/en/issues/justice-reform 	<p>To request the criminal expungement services benefit:</p> <ul style="list-style-type: none"> • Call Enrollee Services at 800-444-9137 (TTY: 711) <p>After requesting the benefit:</p> <ul style="list-style-type: none"> • Humana will send enrollee a form to request reimbursement of the expungement <p>To submit the form:</p> <ul style="list-style-type: none"> • Email ExpandedBenefitsreimbursement@humana.com • Fax 855-510-0041 • Follow the instructions on the form to submit by mail • Or, if you are participating in the Workforce Development Program, please email KYMCDPopulationhealth@humana.com to request the benefit

Benefit	Age limit	Benefit details	How do I access the benefit
Dental Services - Adult	21+	1 additional cleaning per year	<p>You may schedule 2 adult dental cleanings per calendar year with an in-network dental provider.</p> <p>To find a dental provider:</p> <ul style="list-style-type: none"> • Use our online Find a Doctor Service at Humana.com/FindADoctor to identify and locate dentists near you <ul style="list-style-type: none"> – Search for General Dentistry Oral Surgery (listed as Oral and Maxillofacial surgery) – Select All Dental Networks as Coverage Type – Select KY Medicaid Dental Network as Network – Do not use the dental search • Access information through the MyHumana app (if you signed up for an account).

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Doula Services	Pregnant females	<p>Doula assistance, per pregnancy, to provide:</p> <ul style="list-style-type: none"> • Emotional and physical support to the laboring mother and her family • 4 prenatal visits • 4 postpartum visits • 1 visit for delivery assistance <p>To find a Doula Services provider near you, visit: DoulaMatch.net/list/birth/ky</p> <p>For best search experience, please use Google Chrome. Other web browsers may not be compatible with this online service.</p> <p>Note: Doula providers are not:</p> <ul style="list-style-type: none"> • Listed in our online Find a Doctor service or in our Provider Directories • Primary care physicians or OB/GYNs 	<p>Enrollees can find and contact a Doula Services provider without asking us for permission (or getting prior authorization).</p> <p>For help finding a Doula Services provider, call:</p> <ul style="list-style-type: none"> • Your Moms First Care Manager (if you have one) • Enrollee Services at 800-444-9137 (TTY: 711) <p>The Doula Services provider you pick:</p> <ul style="list-style-type: none"> • Must be willing to bill Humana Healthy Horizons in Kentucky for reimbursement at our published rates. • Will bill us directly (submit a claim) for the services you receive (to include only the services available through this benefit). • Will receive reimbursement directly from Humana Healthy Horizons in Kentucky.

Benefit	Age limit	Benefit details	How do I access the benefit
GED Testing	18+	<p>An all-inclusive online program with tools to assist students with passing the GED test.</p> <p>Assistance includes:</p> <ul style="list-style-type: none"> • One-on-one bilingual advisor • Access to guidance and study materials • Unlimited use of practice tests • Virtual assistance (to provide the greatest flexibility for participation) • Test pass guarantee (enrollees can take the GED multiple times until they pass it) <p>To be eligible for this benefit you must:</p> <ul style="list-style-type: none"> • Be at least 18 years old • Not have a high school diploma <p>Note:</p> <ul style="list-style-type: none"> • GED.com/Humana is just for the GED test • GED.com/Humana does not offer the online program to assist enrollees in preparation for the test 	<p>Sign up for GEDWorks at GED.com/Humana</p> <p>Humana Healthy Horizons in Kentucky pays the course fee of \$125 per section, with 4 total sections, so enrollee can access the GEDWorks preparation materials, resources, practice tests, and tests.</p>
Wellness Coaching, Tobacco Cessation	12+	<p>Participate in the tobacco- and vaping-cessation program.</p> <p>All enrollees 12 and older must have up to 8 health coaching/cessation calls within 12 months of the first coaching session.</p> <p>All enrollees 18 and older can participate in nicotine replacement therapy upon request.</p>	<p>Download the Go365 for Humana Healthy Horizons app (as detailed in the Healthy Rewards section of this document).</p> <p>Engage with a health coach</p>

Benefit	Age limit	Benefit details	How do I access the benefit
Go365 – Wellness Coaching, Weight Management	12+	Participate in the weight management program All enrollees 12 and older must complete 6 health coaching calls within 12 months of enrollment date or return of initial program form.	Download the Go365 for Humana Healthy Horizons app (as detailed in the Healthy Rewards section of this document). Engage with a health coach Complete well-being check-up with PCP (includes completion of initial program form). Complete final well-being check-up with PCP (includes completion of final program form).
Pacify Smartphone app for Prenatal Care, Breastfeeding, and Newborn/ Infant Care Assistance	All ages	Female pregnant enrollees and enrollees with a child up to 1 year of age, can get: <ul style="list-style-type: none"> • Unlimited access to Pacify, a smartphone application that provides 24 hours a day, 7 days a week access to a proprietary, video-enabled call- routing system. • Support from a lactation consultant or a physician extender for on-demand assistance. 	To participate, enrollees must: <ul style="list-style-type: none"> • Download the Pacify app at no cost from iTunes/Apple Shop or Google Play on a mobile device • Enter promotional code HKYM5

Benefit	Age limit	Benefit details	How do I access the benefit
Portable Crib	Pregnant females	<p>Pregnant females who enroll in the Moms First care management program and complete at least 6 prenatal visits, per pregnancy, are eligible to receive one portable crib per pregnancy and per baby (e.g., if you have twins, you are eligible for two portable cribs).</p> <p>Enrollee must be enrolled in the Moms First program to qualify for the benefit.</p>	<p>To enroll in the Moms First Program:</p> <ul style="list-style-type: none"> • Call 888-285-1121 (TTY: 711), Monday - Friday, from 8 a.m. - 6 p.m., Eastern time • Email: KyMCDMomsFirst@humana.com <p>To request the benefit for the portable crib (available only after you complete at least 6 prenatal visits, per pregnancy), call:</p> <ul style="list-style-type: none"> • Your Moms First Care Manager (if you have one) • Enrollee Services at 800-444-9137 (TTY: 711) <p>Humana will not fulfill the benefit until:</p> <ul style="list-style-type: none"> • We receive all 6 prenatal claims from your provider • You request the portable crib.
Post-Discharge Meals	All ages	<p>Up to 10 home-delivered meals following discharge from an inpatient or residential facility, limit 40 meals per year (up to 4 discharges).</p> <p>Mom's Meals will:</p> <ul style="list-style-type: none"> • Call enrollees identified as discharged from an inpatient or residential facility • Offer the post-discharge meals benefit 	<p>If you have been discharged from an inpatient or residential facility and Mom's Meals on behalf of Humana Healthy Horizons in Kentucky has not called you:</p> <ul style="list-style-type: none"> • Call Enrollee Services at 800-444-9137 (TTY: 711) within 30 days of the discharge date to request the post-discharge meals benefit.

Benefit	Age limit	Benefit details	How do I access the benefit
Sports Physicals	6-18	1 sports physical per calendar year	Schedule an appointment with: <ul style="list-style-type: none"> • Your primary care physician • Local community health center • Retail or urgent care center (e.g., Minute Clinic) • Other type of provider that performs sport physicals You have no out-of-pocket costs. Humana Healthy Horizons in Kentucky will reimburse the provider, once he or she submits a claim for the sports physical.
Vida Health Smartphone App for Diabetes Management	18+	For enrollees with Type 2 diabetes who are not already receiving care management services, unlimited access to an innovative digital therapeutic smartphone application for diabetes management. After downloading and registering for the app, enrollee: <ul style="list-style-type: none"> • Takes a health and wellness assessment • Will pick a health coach with whom to work • Will start a one on one or group coaching sessions With this app, enrollees can: <ul style="list-style-type: none"> • Access videos and helpful articles • Enter biometric (health) information in a secure data environment The program includes: <ul style="list-style-type: none"> • 12 weeks of structured outreach, during which enrollees participate in a weekly program and interact with their respective health coaches. • 12 weeks of maintenance, during which enrollees practice self-care that their respective health coaches monitor After the full 24-week program, enrollees graduate.	Humana Healthy Horizons in Kentucky will notify eligible enrollees about program. To participate, you must: <ul style="list-style-type: none"> • Download the Vida Health app (available in English and Spanish) at no cost from iTunes/Apple Shop or Google Play on a mobile device. • Take a health and wellness assessment • Pick a health coach with whom to work • Begin coaching sessions For more information, visit Vida.com/HumanaKentucky/ or Humana.com/KentuckyDiabetes .

Benefit	Age limit	Benefit details	How do I access the benefit
Vision Services - Adult	21+	Eyeglasses (frames and lenses) every 24 months. This benefit covers Medicaid standard frames and lenses. An in-network vision provider can show you the covered (available) frames and lenses.	To find an in-network vision services provider: <ul style="list-style-type: none"> • Use our online Find a Doctor service at Humana.com/FindADoctor. • Refer to our Provider Directory (available online or via mail upon request). • Call Enrollee Services at 800-444-9137 (TTY: 711).



Go365 for Humana Healthy Horizons®

Go365 for Humana Healthy Horizons is a wellness program that offers our enrollees opportunities to earn rewards for taking eligible 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
- 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.

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:

- By the end of the plan year, or
- 90 days past the end of the plan year if you have been continuously enrolled during the plan year or had a gap in enrollment of less than 180 days.

Healthy Activity Reward Chart

Go365 Healthy Activity	Age	Reward	Earning the Reward Download the Go365 for Humana Healthy Horizons app, create an account, and:
Health Risk Assessment (HRA)	Enrollees 18 and older	\$20 in rewards (1 per lifetime)	<ul style="list-style-type: none"> • Complete your health risk assessment (HRA) within 90 days of enrollment with Humana Healthy Horizons. <p>You can complete your HRA in 1 of 4 ways:</p> <ul style="list-style-type: none"> • Through the Go365 for Humana Healthy Horizons app, or • By filling out and sending HRA back to us in the envelope you got in your welcome kit, or • By calling us at 800-444-9137 (TTY: 711), or • By creating a MyHumana account and completing and submitting the HRA online (available via desktop only). <p>Your rewards will be available in your Go365 account:</p> <ul style="list-style-type: none"> • Once we receive your completed HRA and • Verify you sent it within the first 90 days of enrollment
Breast Cancer Screening	Female enrollees 50 and older	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • Get a mammogram <p>Your rewards will be available in your Go365 account once we learn that you received a mammogram.</p>
Cervical Cancer Screening	Female enrollees 21 and older	\$20 in rewards (1 per year)	<ul style="list-style-type: none"> • Have a cervical cancer screening (pap smear) <p>Your rewards will be available in your Go365 account once we learn that you received a cervical cancer screening.</p>
COVID-19 Vaccine	6 months and older	\$40 in rewards (1 per year)	<ul style="list-style-type: none"> • Get a complete COVID-19 vaccine. (either 2 doses of the Moderna or Pfizer vaccines, or 1 dose of the Johnson & Johnson vaccine). • Upload a photo to Go365 of your completed vaccination card. <p>Your rewards will be available in your Go365 account once we receive the uploaded photo of your completed vaccination card.</p>
Colorectal Cancer Screening	Enrollees 45 and older	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> • Obtain a colorectal cancer screening as recommended by your primary care physician (PCP). <p>Your rewards will be available in your Go365 account once we learn that you received a colorectal cancer screening.</p>

Go365 Healthy Activity	Age	Reward	Earning the Reward Download the Go365 for Humana Healthy Horizons app, create an account, and:
Diabetic Retinal Exam	Enrollees with diabetes 18 and older	\$20 in rewards (1 per year)	<ul style="list-style-type: none"> • Have a retinal eye exam. <p>Your rewards will be available in your Go365 account once we learn that you received a diabetic retinal exam.</p>
Diabetic Screening	Enrollees with diabetes 18 and older	\$40 in rewards (1 per year)	<ul style="list-style-type: none"> • Complete an annual screening with your PCP for HbA1c and blood pressure. <p>Your rewards will be available in your Go365 account once we learn that you received a diabetic screening.</p>
Flu Vaccine	All enrollees	\$20 in rewards (1 per year)	<ul style="list-style-type: none"> • Receive a yearly flu vaccine. • Upload a photo of documentation you receive after getting the flu vaccine (if you get the flu vaccine from someone other than a physician or at a pharmacy). <p>Your rewards will be available in your Go365 account once we learn that you received a flu vaccine.</p>
Haircuts for Kids	Enrollees in grades K-12	\$20 in rewards (1 per year) Reward available between July 20, 2022 and September 15, 2022	<ul style="list-style-type: none"> • Upload a photo to Go365 of your school registration form, school ID, or class schedule. • Use the \$20 in rewards toward the cost of a back-to-school haircut. <p>Note: To qualify to earn this reward, you must upload a photo of your school registration form, school ID, or class schedule between July 20, 2022 and September 15, 2022.</p> <p>Your rewards will be available in your Go365 account once we receive the photo of your school registration form, school ID, or class schedule.</p>
Human Papillomavirus (HPV) Vaccine	Enrollees who are between 9 and 13 years old	\$50 in rewards (once per lifetime)	<ul style="list-style-type: none"> • Receive two doses of the HPV vaccine between your 9th and 13th birthdays. <p>Your rewards will be available in your Go365 account once we learn that you received an HPV vaccine.</p>
Level of Care Education	Enrollees 19 and older	\$10 in rewards (1 per year)	<ul style="list-style-type: none"> • Watch the level of care education video (available through Go365). <p>Your rewards will be available in your Go365 account once we receive proof that you completed the level of care education video (proof sent to us automatically once you watch the video in full).</p>

Go365 Healthy Activity	Age	Reward	Earning the Reward Download the Go365 for Humana Healthy Horizons app, create an account, and:
Pediatric Dental Visit	Enrollees who are between 2 and 20 years old	Up to \$30 in rewards	<ul style="list-style-type: none"> • Complete 2 dental cleanings per year (\$15 in rewards per dental cleaning). <p>Your rewards will be available in your Go365 account once we learn that you received a dental cleaning.</p>
Postpartum Visit	Postpartum female enrollees	\$25 in rewards (1 per pregnancy)	<ul style="list-style-type: none"> • Receive 1 postpartum visit within 7 and 84 days after delivery. <p>Your rewards will be available in your Go365 account:</p> <ul style="list-style-type: none"> • Once we learn that you had a postpartum visit, and • Verify that it took place within 7 and 84 days after delivery.
Prenatal Visit	Postpartum female enrollees	\$25 in rewards (1 per pregnancy)	<ul style="list-style-type: none"> • 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. <p>Your rewards will be available in your Go365 account:</p> <ul style="list-style-type: none"> • Once we learn that you had a prenatal visit, and • Verify that it took place within the first trimester of pregnancy or within the first 42 days of enrollment with Humana Healthy Horizons in Kentucky.
Tobacco Cessation	Enrollees who are 12 and older	Up to \$50 in rewards (1 per year)	<ul style="list-style-type: none"> • Complete two calls within 45 days of enrollment in the tobacco-cessation program (qualifies you for \$25 in rewards). • Complete the full program (a total of up to 8 calls) within 12 months of the first call (qualifies you for \$25 in rewards). <p>Your rewards will be available in your Go365 account once we verify you completed the required number of calls.</p>
Weight Management	Enrollees who are 12 and older	Up to \$40 in rewards (1 per year)	<ul style="list-style-type: none"> • Enroll in the weight management program and complete an initial well-being checkup with your PCP (qualifies you for \$10 in rewards). • Complete the full program (a total of up to 6 calls) and final well-being checkup with their PCP (qualifies you for \$30 in rewards). <p>Your rewards will be available in your Go365 account once we verify you completed the required number of calls.</p>

Go365 Healthy Activity	Age	Reward	Earning the Reward Download the Go365 for Humana Healthy Horizons app, create an account, and:
Well-Child Visits	Enrollees who are between 0 and 15 months old	Up to \$60 in rewards	<ul style="list-style-type: none"> Complete 6 well-child visits (\$10 in rewards per well-child visit). Your rewards will be available in your Go365 account once we learn that you had a well-child visit.
Wellness Visit	Existing enrollees who are 2 and older	\$20 in rewards (1 per year)	<ul style="list-style-type: none"> Complete 1 annual wellness visit with PCP. Your rewards will be available in your Go365 account once we learn that you had a wellness visit.
	New enrollees who are 2 and older	\$10 in rewards (1 per lifetime)	<ul style="list-style-type: none"> Complete 1 wellness visit with your PCP within 90 days of enrollment with Humana Healthy Horizons in Kentucky. Your rewards will be available in your Go365 account once we learn that you had a wellness visit.



How to Redeem your Rewards

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

- Your available rewards will display in your Go365 account
- You can access the Go365 in-app mall through the app
- You can redeem your rewards for e-gift cards

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.

Go365 for 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.

Gift cards cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid, or other federal healthcare programs; alcohol; tobacco; e-cigarettes; or firearms. Gift cards must not be converted to cash. Rewards may be limited to once per year, per activity. See description for details.

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



Physician Finder (Find a Doctor)

- To use our online Find a Doctor service, go to **[Humana.com/FindADoctor](https://www.humana.com/FindADoctor)**.
You can look for and find doctors and other healthcare facilities by location and specialty.

MyHumana

Use your Humana plan on the go with a **MyHumana** account. With a **MyHumana** account, you can:

- Review health plan activity, including status, summary, and detailed information of services you use
- Access your Humana enrollee ID card with a single tap
- Find an in-network provider by specialty or location (may require location sharing enabled on your mobile device)

To register for a **MyHumana** account, go to **[Humana.com/Registration](https://www.humana.com/Registration)**

To sign in to your **MyHumana** account, go to **[Humana.com/Login](https://www.humana.com/Login)**

Download the **MyHumana** app at no cost from iTunes/Apple Shop or Google Play on a mobile device

Humana

Healthy Horizons[®]
in Kentucky

Discrimination is Against the Law

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

Humana Health Plan, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.
Call **800-444-9137 (TTY: 711)**.

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al **800-444-9137 (TTY: 711)**.

繁體中文 (Chinese) 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **800-444-9137 (TTY: 711)**。