

Go365 for Humana Healthy Horizons

All of our members can participate in Go365 for Humana Healthy Horizons™, a wellness program that offers an opportunity to earn rewards for taking eligible healthy actions.

To earn rewards, you 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
 - Members who are 18 and older can register to create a Go365® account
 - Parents or guardians of members under age 18 can create an account on behalf of the minor
 - You must have your Medicaid Member ID

For members between the ages of 12 and 17, we **must** get verbal consent from parent/guardian.

If you have a [MyHumana](#) account, you can use the same login information to access Go365, 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 prior to the reward expiration date.

Call Go365 at **888-225-4669 (TTY: 711)** to learn more.

Humana
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You can qualify to earn rewards by enrolling in Go365 for Humana Healthy Horizons and then completing one or more eligible healthy activities. All rewards are available once a year, per member.

Programs/ Interventions	Reward Criteria	Reward Amount
<p>Health Risk Assessment (HRA) Available to all members You have 4 options to complete your HRA</p>		
	<ul style="list-style-type: none"> • Complete and send the HRA back to us in the envelope you got in your welcome kit • Call us at 855-351-7877 (TTY: 711) • Download the Go365 for Humana Healthy Horizons app and complete the HRA • Create a MyHumana account, and complete and submit the HRA online 	<p>\$20 in rewards if completed within 90 days of plan enrollment</p> <p>\$10 in rewards if completed after 90 days of plan enrollment</p> <p>Reward available once per enrollment</p>
<p>Adult Annual Wellness Visit with PCP Available to members ages 18 and older</p>		
	<p>Complete a wellness visit with your PCP</p>	<p>\$20 in rewards Reward available once per year</p>
<p>COVID-19 Vaccination Available to members ages 12 and older You must get two doses of the Moderna or Pfizer vaccine or one dose of the Johnson & Johnson vaccine to be fully vaccinated against COVID-19 and qualify for the reward</p>		
	<p>You must:</p> <ul style="list-style-type: none"> • Get a complete COVID-19 vaccination and • Upload proof of vaccination to us via the Go365 for Humana Healthy Horizons app <p>Learn more about this activity and reward →</p>	<p>\$20 in rewards</p>

Programs/ Interventions	Reward Criteria	Reward Amount
<p>Moms First Prenatal Postpartum Program¹ Available to members ages 13 and older Call: 800-322-2758 ext. 1500290</p>		
<p>Enrollment in Moms First Prenatal Postpartum Program</p>	<p>Enroll in our Moms First Prenatal Postpartum Program</p>	<p>\$10 in rewards</p>
<p>Prenatal visit</p>	<p>Complete a prenatal visit with your OB-GYN</p>	<p>\$20 in rewards</p>
<p>Postpartum visit</p>	<p>Complete a postpartum visit with your OB-GYN within 60 days of delivery</p>	<p>\$20 in rewards</p>
<p>Weight Management Program Available to members ages 12 and older Call: 855-330-8053 (TTY: 711) Fax: 855-324-7685 Email: EXD_CoachMailbox@humana.com</p>		
<p>Enroll and complete initial well-being check-up with primary care provider (PCP)</p>	<p>Submit the completed/signed medical clearance form that we send you</p>	<p>\$10 in rewards</p>
<p>Coaching sessions and final check-up with PCP</p>	<p>Complete 6 coaching sessions and a final well-being check-up with your PCP within 6 months²</p>	<p>\$20 in rewards</p>
<p>Tobacco Cessation Program Available to members ages 12 and older To enroll – Call: 855-330-8053 (TTY: 711) Fax: 855-324-7685 Email: EXD_CoachMailbox@humana.com</p>		
<p>Coaching sessions</p>	<p>Complete 2 coaching sessions by phone within 45 days of enrolling in the program</p>	<p>\$25 in rewards</p>
<p>Coaching sessions</p>	<p>Complete 6 additional coaching sessions (a total of 8) within 7 months³</p>	<p>\$25 in rewards</p>
<p>Substance Abuse Program Members 18 and older can participate in one or both of the below opportunities To enroll – Call: 800-229-9880 (TTY: 711)</p>		
<p>Coaching sessions</p>	<p>Complete 6 coaching sessions within 3 months</p>	<p>\$25 in rewards</p>

Programs/ Interventions	Reward Criteria	Reward Amount
Outpatient Program	Participate actively in an outpatient program for 28-30 days	\$20 in rewards
Well-Child Visit Program Available to members ages 0-17		
	Complete an annual wellness visit with your pediatrician or PCP	\$20 in rewards Reward available once per year

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Note: If you don't have a mobile phone, call Safelink Health Solutions® at 877-631-2550 to learn how you can get a smartphone at no cost to you.

¹Prenatal visit with OB/GYN must occur during the first trimester or within 42 days of enrolling with the plan. Postpartum visit with OB/GYN must occur within 60 days after delivery.

²The intention is for the Weight Management Program to be completed in six (6) months but will allow up to 12 months to complete six (6) sessions giving the member an opportunity to make up for missed coaching sessions.

³The intention is for Tobacco Cessation Program to be completed in seven (7) months but will allow up to 12 months to complete eight (8) sessions giving the member an opportunity to make up for missed coaching sessions.

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 2021 plan year, we must get confirmation from your doctor by no later than March 15, 2022.

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 the 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.

Incentives and rewards cannot be used for gambling, alcohol, tobacco or drugs (except for over-the-counter prescriptions). Rewards may be limited to once per year, per activity. See description for details.

ENGLISH: This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

SPANISH: Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

CREOLE: Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

FRENCH: Ces informations sont disponibles gratuitement dans d'autres langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

ITALIAN: Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

RUSSIAN: Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 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 **800-477-6931** 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. **800-477-6931 (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 Florida is a Medicaid product of Humana Medical Plan, Inc.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

Español: (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

Kreyòl Ayisyen: (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

Tiếng Việt: (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.