

Earn **\$40 in rewards** for getting a COVID-19 vaccine

Humana Healthy Horizons™ in Kentucky enrollees 5 years and older can qualify to earn **\$40 in rewards** through Go365 for Humana Healthy Horizons™ after getting a COVID-19 vaccine. Below, find answers to frequently asked questions about:

- COVID-19 vaccination
- Becoming eligible for **\$40 in rewards** through Go365 for Humana Healthy Horizons after getting your COVID-19 vaccination

COVID-19 vaccination

Q. What COVID-19 vaccines are available?

A. The U.S. Food and Drug Administration (FDA) has granted full use authorization for the following COVID-19 vaccine(s):

- The Pfizer-BioNTech (Comirnaty) COVID-19 vaccine, for people 16 years of age and older (two doses, administered 21 days apart, are needed)

According to the FDA, “the public can be very confident that this vaccine meets the high standards for safety, effectiveness, and manufacturing quality the FDA requires of an approved product.”

The FDA has granted emergency use authorization for the following COVID-19 vaccines¹:

- The Pfizer-BioNTech COVID-19 vaccine, for people between the ages of 5 and 15 (two doses, administered 21 days apart, are needed)
- The Moderna COVID-19 vaccine, for people 18 years of age and older (two doses, administered 21 days apart, are needed)
- The Johnson & Johnson (Janssen) vaccine, for people 18 years old and older (one dose needed)

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Q. Where can I get a COVID-19 vaccine?

A. The Kentucky Cabinet for Health and Family Services has made available an online list of locations where the [COVID-19 vaccine is available in Kentucky](#).

This online list also includes information about the availability of the COVID-19 vaccine at several retail locations (e.g., Kroger, Walgreens, and Walmart).

Q. Is transportation available for me so I can get my COVID-19 vaccine?

A. Yes. The Kentucky Cabinet for Health and Family Services also makes available a list of [transportation services providers](#) available to help you get to and from a COVID-19 vaccine visit.

Q. How can I find more information about getting a COVID-19 vaccine in Kentucky?

A. The Kentucky Cabinet for Health and Family Services set up a hotline where you can get more information. To access this hotline, call **800-722-5725**.

Earning \$40 in rewards through Go365 for Humana Healthy Horizons after getting a COVID-19 vaccine

Q. What is Go365 for Humana Healthy Horizons?

A. Go365 for Humana Healthy Horizons is a wellness program that offers you the opportunity to earn rewards for taking healthy actions.

Q. How can I qualify to earn rewards through Go365 for Humana Healthy Horizons?

A. 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 by activating your online profile 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 Member ID.
 - Enrollees who are 18 and older can register to create a Go365 account. You must have your Medicaid Member ID.

Q. Can I use the login credentials I set up for my MyHumana account?

A. Yes. 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.

Q. How do I earn rewards?

A. 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.

Q. How do I earn **\$40 in rewards** for getting a COVID-19 vaccination?

A. All enrollees 5 and older can earn **\$40 in rewards** for getting a COVID-19 vaccine. To be eligible for this reward:

- Create an online profile through [Go365 for Humana Healthy Horizons™](#)
- Get a COVID-19 vaccine
 - If getting the Moderna vaccine, you must get both doses
 - If getting the Pfizer vaccine, you must get both doses
 - If getting the Johnson & Johnson vaccine, you must get one dose
- Log in to your Go365 for Humana Healthy Horizons account
- Upload an image of your completed vaccination card

Q. How long do I have after getting a COVID-19 vaccination to submit photo proof?

A. You must upload an image of your completed vaccination card within 90 days of getting your vaccine (either the second Moderna or Pfizer dose or the single Johnson & Johnson dose)

Q. How long after I upload an image of my COVID-19 vaccination card will I see the **\$40 in rewards** available in my Go365 for Humana Healthy Horizons app?

A. We will apply the **\$40 in rewards** to your account after reviewing the photo of your vaccination card.

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Q. Who is eligible for this reward, and how often can I earn it?

A. This reward is available to enrollees 5 and older once each year.

Q. I already received my COVID-19 vaccination. Am I eligible for this reward?

A. Yes. If you already received your COVID-19 vaccine, you can qualify to earn **\$40 in rewards**, too. You have 90 days from June 1, 2021 to upload an image of your vaccination card. To be eligible, you must be:

- 5 and older
- A Humana Healthy Horizons in Kentucky enrollee at the time you received your COVID-19 vaccine

Q. Where can I get more information about Go365 for Humana Healthy Horizons?

A. For more information:

- Go to [Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365)
- Call Go365® at **888-225-4669 (TTY: 711)** to learn more



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 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 reward. Rewards may be limited to once per year, per activity. See activity description for details.

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 libheng serbisyo sa tulong sa wika.

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