

Get a COVID-19 vaccine. Earn \$20 in rewards.



Humana Healthy Horizons™ in Florida members 12 years and older can qualify to earn **\$20 in rewards**:

- Through Go365 for Human Healthy Horizons™
- After getting a COVID-19 vaccine

Below, find answers to frequently asked questions about:

- COVID-19 vaccination
- Becoming eligible for **\$20 in rewards** after getting your complete COVID-19 vaccination

COVID-19 vaccination

Q. What COVID-19 vaccines are available?

A. The U.S. Food and Drug Administration has granted emergency use authorization for the following COVID-19 vaccines:

- The Pfizer-BioNTech COVID-19 vaccine, for people 12 years of age and older (two doses, administered 21 days apart, are needed)
- The Moderna COVID-19 vaccine, for people 16 years of age and older (two doses, administered 21 days apart, are needed)
- The Johnson & Johnson (Janssen) vaccine, for people 16 years old and older (one dose needed)

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 eligible healthy actions.

Humana

Healthy Horizons™
in Florida

FLHL8AVEN0521

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

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

Q. Can I use the login credentials I set up for [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 \$20 in rewards for getting a COVID-19 vaccination?

A. All members 12 and older can earn **\$20 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 \$20 in rewards available in my Go365 for Humana Healthy Horizons app?

A. We will apply the **\$20 in rewards** to your account after reviewing the photo of your vaccination card.

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

A. This reward is available to members 12 and older once each year.

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

A. For more information:

- Go to [Humana.com/FloridaGo365](https://www.humana.com/FloridaGo365)
- Call Go365 at **888-225-4669 (TTY: 711)**

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 activity 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.

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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)**.