

# Go365 for Humana Healthy Horizons



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

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. To take part in this program, members must:

- Download the Go365 for Humana Healthy Horizons app from the Apple Store® or Google Play® on a mobile device\*
- Create an account to access and use the program
  - Members under 18 must have a parent or guardian register them in order to participate and engage with the program. The person completing the registration process for the minor must have the minor's Medicaid member ID.

Members who are age 18 and older can register to create a Go365® account. You must have your Medicaid member 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 you do, 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.

**Humana**  
Healthy Horizons®  
in Ohio

\*All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.

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## Healthy activity rewards 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) Completion	All	\$25 in rewards (1 per lifetime)	<ul style="list-style-type: none"> <li>Complete your HRA within 90 days of enrollment with Humana Healthy Horizons</li> </ul> <p><b>You can complete your HRA in 1 of 4 ways:</b></p> <ul style="list-style-type: none"> <li>Through the Go365 for Humana Healthy Horizons app, <b>or</b></li> <li>By filling out and sending the HRA back to us in the envelope you got in your welcome kit, <b>or</b></li> <li><b>800-955-0783 (TTY: 711)</b>, Monday – Friday, 7 a.m. – 8 p.m., Eastern time, <b>or</b></li> <li>By creating a <b>MyHumana</b> account and completing and submitting the HRA online (available only on desktop.)</li> </ul> <p><b>Your rewards will be available in your Go365 account:</b></p> <ul style="list-style-type: none"> <li>Once we receive your completed HRA <b>and</b></li> <li>Verify you sent it within the first 90 days of enrollment.</li> </ul>
Breast Cancer Screening	Female members 40+	\$50 in rewards (1 per year)	<ul style="list-style-type: none"> <li>Get a mammogram</li> </ul> <p>Your rewards will appear in your Go365 account once we learn that you received a mammogram.</p>
Cervical Cancer Screening	Female members 21+	\$50 in rewards (1 per year)	<ul style="list-style-type: none"> <li>Get a cervical cancer screening (pap smear)</li> </ul> <p>Your rewards will appear in your Go365 account once we learn that you received a cervical cancer screening.</p>
Colorectal Cancer Screening	Members 45+	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> <li>Get a colorectal cancer screening as recommended by your primary care provider (PCP).</li> </ul> <p>Your rewards will appear in your Go365 account once we learn that you received a colorectal cancer screening.</p>
Chlamydia Screening	All	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> <li>Annual \$25 reward for female members who get a chlamydia screening when sexually active and as recommended by their healthcare provider.</li> </ul>
Digital Onboarding	All	\$25 in rewards (1 per lifetime)	<ul style="list-style-type: none"> <li>One-time \$25 reward for downloading Humana’s mobile Go365 app and completing the registration.</li> </ul>

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
COVID-19 Vaccine	5+	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> <li>• Upload a photo of your completed vaccination card to Go365 within 90 days of completing the vaccination.</li> </ul> <p>Members who are vaccinated prior to enrollment in Humana Healthy Horizons in Ohio still can earn this reward. Upload proof of vaccination to your Go365 for Humana Healthy Horizons account within 90 days of enrollment.</p> <p>Your rewards will appear in your Go365 account once we receive the uploaded photo of your completed vaccination card.</p>
Diabetic Retinal Exam	Members with diabetes 21+	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> <li>• Have a retinal eye exam</li> </ul> <p>Your rewards will appear in your Go365 account once we learn that you received a diabetic retinal exam.</p>
Diabetic Screening	Members with diabetes 21+	Up to \$50 in rewards (1 per year)	<ul style="list-style-type: none"> <li>• Do a yearly screening with your PCP for HbA1c</li> </ul> <p>Your rewards will appear in your Go365 account once we learn that you got a diabetic screening.</p>
Flu Vaccine	All	\$25 in rewards (1 per year)	<ul style="list-style-type: none"> <li>• Receive a yearly flu vaccine</li> <li>• 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)</li> </ul> <p>Your rewards will appear in your Go365 account once we learn that you received a flu vaccine.</p>
Postpartum Visit	Postpartum female members	\$50 in rewards (1 per pregnancy)	<ul style="list-style-type: none"> <li>• Receive 1 postpartum visit within 7 and 84 days after delivery</li> </ul> <p>Your rewards will be available in your Go365 account:</p> <ul style="list-style-type: none"> <li>• Once we learn that you had a postpartum visit, <b>and</b></li> <li>• Verify that it took place within 7 and 84 days after delivery.</li> </ul>
Prenatal Visit	Pregnant female members	Up to \$105 in rewards (per pregnancy)	<ul style="list-style-type: none"> <li>• Receive \$15 in rewards per prenatal visit you have during pregnancy, up to 7 prenatal visits total.</li> </ul> <p>Your rewards will appear in your Go365 account:</p> <ul style="list-style-type: none"> <li>• After learning of each prenatal visit</li> </ul>

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
Tobacco and Vaping Cessation Coaching	12+	Up to \$50 in rewards (1 per year)	<ul style="list-style-type: none"> <li>• Complete 2 calls within 45 days of enrollment in the Tobacco and Vaping Cessation Coaching program (qualifies you for \$25 in rewards)</li> <li>• Complete the full program (qualifies you for \$25 in rewards).</li> </ul> <p>Members 18 and older can request nicotine replacement therapy.</p> <p>Your rewards will appear in your Go365 account once we verify you completed the required number of calls.</p> <p>To enroll, call <b>800-955-0783 (TTY: 711)</b>. When prompted, select option 1.</p>
Weight Management Coaching	12+	Up to \$50 in rewards (1 per year)	<p>This program will have 2 opportunities for members to earn rewards.</p> <ul style="list-style-type: none"> <li>• Enroll in the Weight Management Coaching program and complete an initial well-being checkup with your PCP (qualifies you for \$25 in rewards)</li> <li>• Complete the full program (qualifies you for \$25 in rewards)</li> </ul> <p>Your rewards will appear in your Go365 account once we verify you completed the required number of calls.</p> <p>To enroll, call <b>877-567-6450 (TTY: 711)</b>. When prompted, select option 2.</p>
Follow-up After High-Intensity Care for Substance Use Disorder	All members except OhioRISE	\$25 in rewards	A \$25 reward for members who received follow-up care within 30 days of an inpatient hospital discharge, residential treatment or detoxification visit for a diagnosis of substance use disorder.
Follow-up After Hospitalization for Mental Illness	All members except OhioRISE	\$25 in rewards	A \$25 reward for members who received follow-up care within 30 days after a hospital discharge for a diagnosis of select mental illness or intentional self-harm.
HPV Vaccine	9-13	\$50 in rewards (1 per lifetime)	One-time \$50 reward for members who receive 2 doses of the HPV vaccine between their 9th and 13th birthday.
Level of Care Video	19+	\$10 in rewards (1 per year)	Annual \$10 reward upon watching a short educational video about when to access the emergency room.

Go365 healthy activity	Age	Reward	Earning the reward *Download the Go365 for Humana Healthy Horizons app, create an account, and:
<b>Notification of Pregnancy</b>	Pregnant female members	\$25 in rewards (per pregnancy)	A \$25 reward when pregnant members notify Humana Healthy Horizons of pregnancy prior to delivery, once per pregnancy.
<b>Well-Child Visits</b>	Members between 0 and 15 months old	Up to \$90 in rewards	<ul style="list-style-type: none"> <li>Do 6 well-child visits (\$15 in rewards per well-child visit)</li> </ul> Your rewards will appear in your Go365 account once we learn that you had a well-child visit.
	Members between 16 and 30 months old	Up to \$30 in rewards	<ul style="list-style-type: none"> <li>Do 2 well-child visits (\$15 in rewards per well-child visit)</li> </ul> Your rewards will appear in your Go365 account once we learn that you had a well-child visit.
<b>Wellness Visit</b>	3+	\$50 in rewards (1 per year)	<ul style="list-style-type: none"> <li>Do 1 annual wellness visit with PCP</li> </ul> Your rewards will appear 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 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

## 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 member ID card with a single tap
- Find and change your primary care provider
- 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 the Apple App Store or Google Play on a mobile device.

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 plan year (February 1, 2024 - December 31, 2024), we must get confirmation from your doctor by no later than March 15, 2025.

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the members 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.

Members 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 the plan year (December 31), members 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. Call Go365 at **888-225-4669 (TTY: 711)**, or visit **[Humana.com/OhioGo365](https://www.humana.com/OhioGo365)**, 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 **877-856-5702 (TTY: 711)**. We are available Monday through Friday, from 7 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 preferred 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, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. 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 **877-856-5702** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the:
  - **Ohio Department of Medicaid (ODM), Office of Civil Rights** by emailing **ODM\_EEO\_EmployeeRelations@medicaid.ohio.gov**, faxing **614-644-1434**, or mailing to the Ohio Department of Medicaid, Office of Human Resources, Employee Relations, P.O. Box 182709, Columbus, Ohio 43218-2709; or
  - **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/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

Auxiliary aids and services, free of charge, are available to you.

### **877-856-5702 (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 Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.**

Language assistance services, free of charge, are available to you.  
**877-856-5702 (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.

**Українська (Ukrainian):** Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

**French Creole (Haitian Creole):** Kreyòl Ayisyen (French Creole) Rele nimewo ki e dike anwo a pou resevwa sèvis éd gratis nan lang.

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

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

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

**Soomaali (Somali):** Wac lambarka kore si aad u hesho adeegyada caawimaada luuqada oo bilaash ah.

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

**Kinyarwanda (Burundi):** Hamagara nomero yatanzwe haruguru kugira ngo uhabwe serivisi z'ubufasha bw'indimi ku buntu.

**Kiswahili (Swahili):** Piga simu kwa nambari iliyo hapo juu ili upate huduma za usaidizi wa lugha bila malipo.

**O'zbekcha (Uzbek):** Til yuzasidan bepul yordam olish uchun yuqoridagi raqamga qo'ng'iroq qiling.

**پشتو (Pashto):** د وړيا ژبې ملاتړ ترلاسه کولو لپاره پورته شميرې ته زنگ ووهئ.

**Türkçe (Turkish):** Ücretsiz dil yardımı hizmetlerinden yararlanmak için yukarıdaki numarayı arayın.

**دری (Dari):** برای دریافت خدمات رایگان کمک زبانی با شماره بالا تماس بگیرید.

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