

# Health plan reminders for our pregnant members

## We know you're facing many changes in your life right now and have a lot to do – and we can help.

Our HumanaBeginnings™ program is for our pregnant members and new moms. Enroll and get access to a care manager and other useful resources and benefits, like a free portable crib.

You also can sign up for a free Pacify membership. Pacify provides 24/7 on-demand access to a nationwide network of maternal and pediatric experts, available for virtual (video and audio) visits.

### Through the Pacify smartphone app, connect with:

- Lactation consultants
- Behavioral health support
- Health coaches

You do not need to make an appointment. You can call as often as you need support. Pacify specialists can provide consultations in English, Spanish, and French.

Learn more about HumanaBeginnings and Pacify at [Humana.com/OhioMoms](https://www.humana.com/OhioMoms).

## A rewards program as unique as you are

At Humana, we want to help you live your best life in your best health possible. As part of our commitment to you, we offer rewards for taking healthy actions – because making good choices rewarding is what human care is all about.

**Humana**  
Healthy Horizons®  
in Ohio

OHHLJVEN1122

## Sign up for Go365 for Humana Healthy Horizons®, complete healthy activities, and earn rewards.

Some rewards you may qualify for right now and after your baby is born include:

- **\$105 in rewards** for having prenatal visits during your pregnancy
  - You will earn **\$15 in rewards** per prenatal visit, up to 7 prenatal visits per pregnancy
- **\$50 in rewards** for having one postpartum visit between seven and 84 days after delivery, once per pregnancy
- **Up to \$90 in rewards** for taking your baby to well-child visits
  - You will earn **\$15 in rewards** per well-child visit, up to 6 well-child visits



Download the Go365 for Humana Healthy Horizons mobile app at [Humana.com/Mobile-Apps](https://www.humana.com/Mobile-Apps).

Learn more about Go365 for Humana Healthy Horizons at [Humana.com/OhioGo365](https://www.humana.com/OhioGo365).

## After you deliver

Your baby will be enrolled in Humana Healthy Horizons™ in Ohio effective the month they are born. You do not have to do anything to enroll your baby.

After your baby is born, if you want to enroll him or her in another contractor's health plan, call the Ohio Medicaid Consumer Hotline at **800-324-8680 (TTY: 711)**, Monday – Friday, from 7 a.m. – 8 p.m., Eastern time, and on Saturday, from 8 a.m. – 5 p.m., Eastern time.

Have a visit with the doctor who delivers your baby between three and six weeks after your baby is born. During this visit, talk to your doctor about your family-planning options.

## Healthcare for babies

Children should see their doctors regularly from birth through age 20, to make sure they are and stay healthy.

Members up to age 20 can get any medically necessary health service to treat, prevent, or improve a health problem. This special set of federal benefits is called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. Healthchek is Ohio's EPSDT program.

The purpose of Healthchek is to find and treat health problems early, so your child can have the best possible health and development possible.

### Healthchek is free and covers:

- 10 well-child checkups in the first 2 years of life (13 checkups in the first 3 years of life)
- Annual checkups for Medicaid recipients in Ohio between the ages of 3 and 20
- Hearing, vision, and dental screenings to diagnose any health problems your child may have
- Medical and dental treatments and equipment determined as medically necessary

Your baby needs a checkup within seven days of birth. If you do not have a doctor for your baby (pediatrician), use our online Find a Doctor service at [Humana.com/FindADoctor](https://www.humana.com/FindADoctor) to look for doctors in your area.

Visit [Humana.com/OhioKids](https://www.humana.com/OhioKids) for more information about:

- Healthchek
- Vaccines and healthcare your baby needs between birth and age 21
- When your baby should see their pediatrician

We do our best to make health care easy. We aim to give you what you need to feel your best PLUS things that you didn't even know you needed. Telling you what's healthy isn't enough. We want to help you get there. **We call that human care.**



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. Or visit [Humana.com/OhioFreePhone](https://www.humana.com/OhioFreePhone) for more information.



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 (December 1, 2022 - November 30, 2023), we must get confirmation from your doctor by no later than February 15, 2024.

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 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](mailto:ODM_EEO_EmployeeRelations@medicaid.ohio.gov), faxing **614-644-1434**, or mailing to 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/ocr/office/file/index.html>.

### 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.

**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.

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

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

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

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

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

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

**繁體中文 (Traditional 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。

**Ikinyarwanda (Kinyarwanda):** Hamagara numero iri haruguru uhabwe serivisi z'ubufasha bw'ururimi ku buntu.

**简体中文 (Simplified Chinese):** 您可以拨打上面的电话号码以获得免费的语言协助服务。

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

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

**አማርኛ (Amharic):** ነፃ የቋንቋ ድጋፍ አገልግሎቶችን ለማግኘት ከላይ ባለው ስልክ ቁጥር ይደውሉ።

**ગુજરાતી (Gujarati):** મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કોલ કરો.