

# Go365 employer resources

Leverage these tools to help you increase member engagement and participation in the Go365® program. Your first step will be to register for the Go365 Engagement Source website.

## Go365 Engagement Source: Your one-stop-shop for all things Go365

Visit [Go365 Engagement Source\\*](#) to find a library of tools and ideas to support engagement in the Go365 program. For your convenience, below are some of the top resources that live on Engagement Source to assist in your efforts.

- **Annual wellness calendar** provides fresh activity ideas and ready-made content, including **monthly email templates** to share with employees.
- **Employer tools** assist you in facilitating your own challenges and Employer-Sponsored Events (*more info below*).
- **Idea Exchange** houses a variety of wellness activity ideas to suit your employees' needs and interests.
- **Newsroom** keeps you in-the-know about all things Go365.

[Click to register or sign in](#) or  
[Watch this demo](#)

*\*Go365 Engagement Source is a self-service website for employers and wellness program administrators that provides a comprehensive suite of tools to successfully plan, execute and measure a customized wellness program.*

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## 7 smart ways to drive Go365 engagement

1. **Create an Employer-Sponsored Event** – Help motivate your members with this flexible option. Customize Go365 to reward at-work, wellness-related activities that your organization provides.  
[Get manual](#)      [Watch how-to video](#)
2. **Create a challenge** – Start a step, sleep or weight challenge for your employees to join via Go365.com or the Go365 app.  
[Get manual](#)      [Watch how-to video](#)
3. **Set up an onsite Biometric Screening event\*\*** to help employees move out of Blue Status and earn 2000+ points. Make sure to take into account your Go365 program year end date to ensure members have plenty of time to complete and get rewarded for their screening. See the FAQs below for more details and contact the [Go365 Engagement Team](#) to get started. *\*\*Requires up to 60 days from kick-off call to date of onsite event, varies by vendor. Results for the member must be submitted within 90 days to earn Points.*
4. **Pull an online Go365 report.** Use [this guide](#) to help familiarize yourself with the reports available through Go365 and how to access.  
[Get guide](#)      [Watch how-to video](#)
5. **Help my employees reach a higher status.** These flyers outline how a member can move to a higher status to support their well-being, whether as an individual employee, with a spouse or with an adult-

dependent on their plan.

[Employee-only](#)

[Employee + Spouse](#)

[Adult Child](#)

6. **Plan an activity that suits my employees' needs and interests.** Refer to the [Go365 Engagement Handbook](#) for fresh activity ideas to help increase participation in Go365 and build positive outcomes for your organization.
7. **Share the monthly email templates for employees** located on Go365 Engagement Source. Navigate to the Annual Wellness Calendar under the Go365 Planning tab to find a template for every month.

## Toolkits to support you

Your need for program support will vary depending on where you are in your Go365 program year. Check out the toolkits available to you and [sign in](#) to Go365 Engagement Source for the full library. (Navigate to **Share & Connect > Share > For employers.**)

**Go365 Starter Kit:** Whether you're new to Go365 or need a refresher on starting out with a new program year, the Starter Kit will guide you in the right direction with email templates and tips to jump-start participation.

**Mental Health Toolkit:** Care for the mental health of your employees with this comprehensive toolkit, which includes a presentation, flyers, email templates and statistics on mental health in the workplace.

For questions about the Go365 program, please reach out to your Humana SPOC or Client Executive.

## Frequently Asked Questions (FAQs)

These FAQs provide details around the Employer Group Commercial exit.

### How can members ensure they earn Points or Bucks for completing a Biometric Screening?

Members need to complete the screening at least 30 days prior to the end of their Go365 program year. Bucks and Points will be awarded as long as the screening occurred at one of our approved Biometric Screening vendor locations, which can be found by signing in to [Go365.com](#). To ensure Bucks and Points are awarded, members can also self-submit proof of their screening on Go365.com at least 30 days prior to the end of their Go365 program year.

### How can I ensure members receive Points or Bucks for participating in an Employer-Sponsored Event?

The member participation file must be uploaded to the Go365 Engagement Source at least 30 days prior to the end of your Go365 program year. This is assuming everything is correct on the file uploaded to the system.

### How long will I have access to pull Go365 reports in the Employer Portal?

You will have 18 months after your Go365 program year ends to pull reports from the Employer Portal, including the Taxable Redemption Report, Wellness Incentive Report and Member Engagement Report.

### How long will Go365 members have access to the Go365 app and Go365.com?

Go365 members can access the Go365 app and Go365.com through the end of their Go365 program year. After that, Go365 members will no longer be able to sign into the app or Go365.com.

### Will Go365 members still be able to access Go365 Challenges?

Yes, Go365 members will still be able to access and participate in Go365 sponsored challenges through the end of 2023 or until your Go365 program year ends. Go365 members can also participate in challenges you facilitate through the Go365 Engagement Source website.

### Will members lose their Go365 Bucks? If so, when do they need to use them by?

Go365 Bucks will expire when your Go365 program ends. They will need to use them before your Go365 program ends.

### What do members need to know about making purchases in the Go365 Mall?

Members can purchase from the Go365 Mall up to the last day of their program year. They will need to ensure they mark Go365 as an approved sender in order to receive the confirmation emails being sent regarding gift cards. They will not be able to access Go365 once their plan year ends so any purchased gift card codes on Go365.com or the Go365 app will need to be saved prior to the end of their program year. Go365 accounts cannot be reinstated.

### Will webinars still be offered for members?

Yes, members can find the upcoming webinar schedule and register on the [Go365 Community](#).

### What resources will Wellness Champs have access to?

Wellness Champs will have access to the tools and resources indicated in this document, including access to the [Go365 Engagement Source website](#), webinars and the [Go365 Community](#).

### Where can I direct members who have additional questions?

If members have additional questions not addressed here, they can contact Customer Support or visit the [Go365 Community](#).

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Go365 is not an insurance product and is not available with all Humana health plans. This is a general description of services which are subject to change. Product features may vary by client. Please refer to Customer Support for more information.

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**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 877-320-1235 (TTY: 711)。

**Kreyòl Ayisyen (Haitian Creole):** ATANSION: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 877-320-1235 (TTY: 711).

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 877-320-1235 (TTY: 711).

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