

For provider use only

Go365 for Humana Healthy Horizons

Humana Healthy Horizons® in Florida offers its members Go365 for Humana Healthy Horizons® which is designed to help our members live and age well. Please share this information with your Humana Healthy Horizons-covered patients who can benefit from these programs. Encourage your patients to enroll and participate in eligible programs. Thank you for partnering with us on this initiative.



To earn rewards, members must:



Download the Go365 for Humana Healthy Horizons app from the Apple App Store or Google Play.



Create an account to access and engage with the program.

- Members 18 and older can use their Medicaid member ID to register to create a Go365 account.
- Members younger than 18 will need a parent or guardian to register on their behalf. The person completing the registration process will need the member's Medicaid member ID.

Members who have a **MyHumana** account at <https://account.humana.com> can use the same sign-in information to access Go365.

For each eligible Go365 activity completed, members can earn rewards and redeem them for e-gift cards in the Go365 in-app mall. To earn rewards, members must be enrolled in one of the following:

- Managed medical assistance (MMA) plan
- Comprehensive (MMA and long-term care) plan
- Serious mental illness (SMI) or HIV/AIDS specialty plan

Members can call Go365 at **888-225-4669 (TTY: 711)** to learn more.



Members can qualify to earn rewards by enrolling in Go365 for Humana Healthy Horizons and completing healthy activities.

Activity	Reward criteria	Reward amount
Annual Wellness Visit	Complete an Annual Wellness Visit with a primary care provider (PCP). Applies to members 18 years and older.	\$20 in rewards once per year upon receipt of claim
Mammogram Cancer Screening	Get a mammogram. Applies to female members 40 and older. High-risk members under 40 years old are also eligible for rewards. Provider written order (referral) may be required.	\$20 in rewards once per year upon receipt of claim
Cervical Cancer Screening	Get a cervical cancer screening as part of a routine Pap test. Applies to female members 21 and older. Members have open access for OB-GYN visits and do not require a referral from a PCP.	\$20 in rewards once per year upon receipt of claim
Colorectal Cancer Screening	Get a colorectal cancer screening as recommended by your PCP. Applies to members 45 and older. Provider written order (referral) may be required.	\$20 in rewards once per year upon receipt of claim
Health Risk Assessment (HRA)	The HRA can be completed in 1 of 4 ways: <ol style="list-style-type: none"> 1. Complete through the Go365 for Humana Healthy Horizons app, or 2. Fill out and send back the HRA in the envelope from the member’s Welcome Kit, or 3. Call 800-611-1467 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time, or 4. Create a MyHumana account and complete and submit the HRA online (via desktop only) Applies to all members.	\$20 in rewards if completed within the first 90 days of enrollment. \$10 in rewards if completed after the first 90 days of enrollment. One reward per new enrollment.

<p>HumanaBeginnings*</p>	<p>Pregnant members enroll and complete the HumanaBeginnings® program.</p> <ul style="list-style-type: none"> • Prenatal component and/or • Postpartum component <p>Applies to pregnant females 13 and older.</p> <p>To learn more and enroll in the HumanaBeginnings program, call 800-322-2758, Ext: 1394119, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time.</p>	<p>\$20 in rewards once per year, per pregnancy</p>
<p>Postpartum Visit</p>	<p>Complete 1 postpartum visit with provider within 7 to 84 days after delivery. Available to all pregnant female members.</p>	<p>\$15 in rewards once per year, per pregnancy upon receipt of claim</p>
<p>Prenatal Visit</p>	<p>Complete a prenatal visit during first trimester or within 42 days of enrollment with Humana. Available to all pregnant female members.</p>	<p>\$15 in rewards once per year, per pregnancy upon receipt of claim</p>
<p>Substance Abuse Program</p>	<p>Work with a substance abuse counselor over the phone to get help with substance abuse.</p> <ul style="list-style-type: none"> • \$15 for enrolling and completing 3 sessions within 3 months of the first session • \$15 for completing 3 additional sessions (6 sessions total) within 6 months of enrolling <p>And/or:</p> <ul style="list-style-type: none"> • \$20 for active participation in an outpatient program for 28-30 days <p>Enroll by calling 800-229-9880 (TTY: 711).</p> <p>Available to members 18 years and older.</p>	<p>Up to \$50 in rewards once per member per year</p>

<p>Tobacco and Vaping Cessation Coaching</p>	<p>Work with a coach over the phone to quit smoking or vaping.</p> <ul style="list-style-type: none"> • \$25 for completing 2 calls within 45 days of enrolling in coaching • \$25 for completing 6 more calls (8 total) within 12 months of enrolling in coaching <p>Enroll by calling 855-330-8053 (TTY: 711). When prompted, select option 1. Applies to members 12 and older. Parent/guardian consent required for members 12–17 years old.</p> <p>Nicotine replacement therapy is available to members 18 and older.</p>	<p>Up to \$50 in rewards once per member per year</p>
<p>Weight Management Coaching</p>	<p>Work with a coach over the phone to reach or keep a healthy weight.</p> <ul style="list-style-type: none"> • \$10 for enrolling and submitting a PCP form • \$30 for completing coaching, 6 calls total, within 12 months of enrolling <p>To enroll, call 855-330-8053 (TTY: 711). When prompted, select option 2. Applies to all members 12 and older. Parent/Guardian consent required for members 12–17 years old.</p>	<p>Up to \$40 in rewards once per member per year</p>
<p>Well-Child Visit</p>	<p>Complete a wellness visit with a pediatrician. Applies to members from birth to 17.</p>	<p>\$20 in rewards once per year upon receipt of claim</p>

* Members do not have to enroll in and complete the HumanaBeginnings program to earn rewards for prenatal and/or postpartum visits with their OB-GYN.

Rewards have no cash value. The monetary amounts listed above are reward values, not actual dollars. For some rewards, a provider must confirm the member completed the healthy activity. Once Humana Healthy Horizons receives this confirmation, the member will see the option to redeem the reward in the app. For any reward a member qualifies to earn during the 2025 plan year, Humana Healthy Horizons must receive confirmation before March 15, 2026.

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the member to select a certain provider. Rewards may take 90 to 180 days or longer to receive. Rewards are nontransferable to other managed care plans or programs. Members will lose access to the Go365 for Humana Healthy Horizons app and their earned incentives and rewards if they voluntarily disenroll from Humana Healthy Horizons or lose Medicaid eligibility for more than 180 days. At the end of plan year (Dec. 31), members with continuous enrollment will have 90 days to redeem their rewards.

E-gift cards cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid, or other federal healthcare programs; gambling; alcohol; tobacco; e-cigarettes; or firearms. E-gift cards must not be converted to cash. Rewards may be limited to once per year, per activity. See description for details.