

Go365 for Humana Healthy Horizons – Frequently Asked Questions (FAQs)

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This list of FAQs was developed to help Humana Healthy Horizons® members navigate the Go365 for Humana Healthy Horizons® app. This includes registration, adding minors, and earning and redeeming rewards.

If you have any additional questions, please refer to the Go365 customer care information at the end of this document.

What is Go365 for Humana Healthy Horizons?

Go365 for Humana Healthy Horizons is a wellness program that rewards Humana Healthy Horizons members for taking steps to improve or maintain their health. By participating in health-related activities, members earn rewards they can redeem for e-gift cards. Rewardable activities include preventive screenings, maternal care, and chronic condition management.

Is there a Go365 for Humana Healthy Horizons website?

Not at this time. There is no Go365 for Humana Healthy Horizons website. Members access Go365 through the app experience.

Is the Go365 experience available in Spanish or other languages?

Not at this time. Non English-speaking members can call the number listed on the back of their Humana member ID card and be routed to a translator who can discuss Go365 in their language.

I'm over the age of 18. How do I get started with Go365 for Humana Healthy Horizons?

Download the Go365 for Humana Healthy Horizons app from the [App Store](#) or [Google Play](#). If registered on MyHumana.com, use the same login credentials in the app. If unregistered, follow the prompts to register, including adding a Humana member ID, which can be found on the front of your Humana member ID card.

I'm under the age of 18. How do I get started with Go365 for Humana Healthy Horizons?

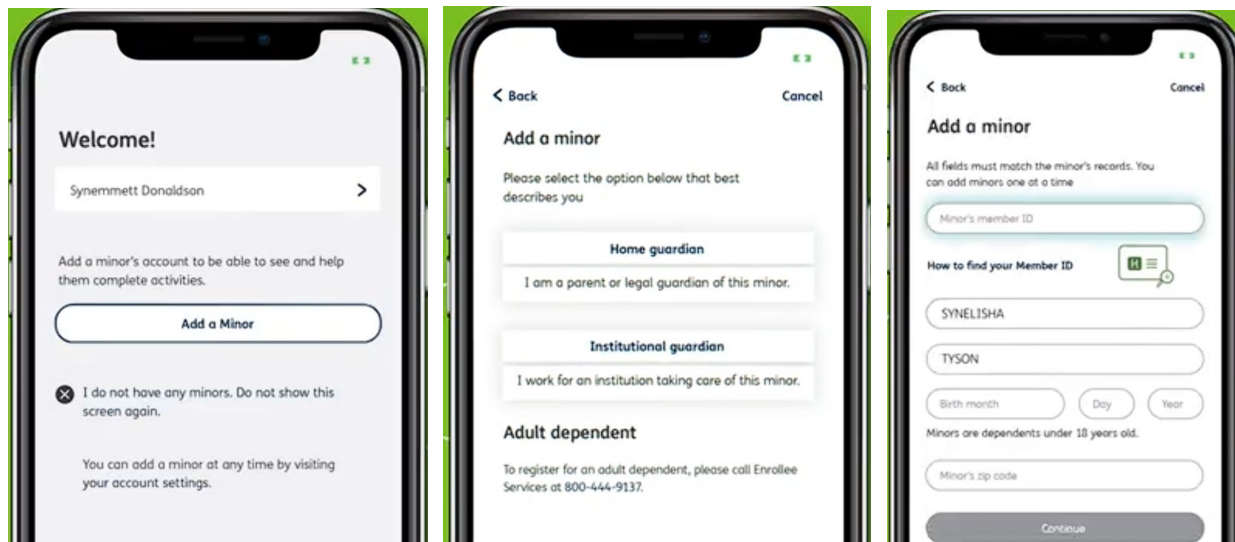
A parent, guardian or caregiver of the minor will need to create an account and register themselves before adding you, a minor, to their account.



If the caregiver is a Medicaid member:

- They will first register using their own Medicaid member ID.
- Then, they will follow the prompts to add a minor/s to their account. Once approval is granted, all accounts can be accessed under the same credentials.

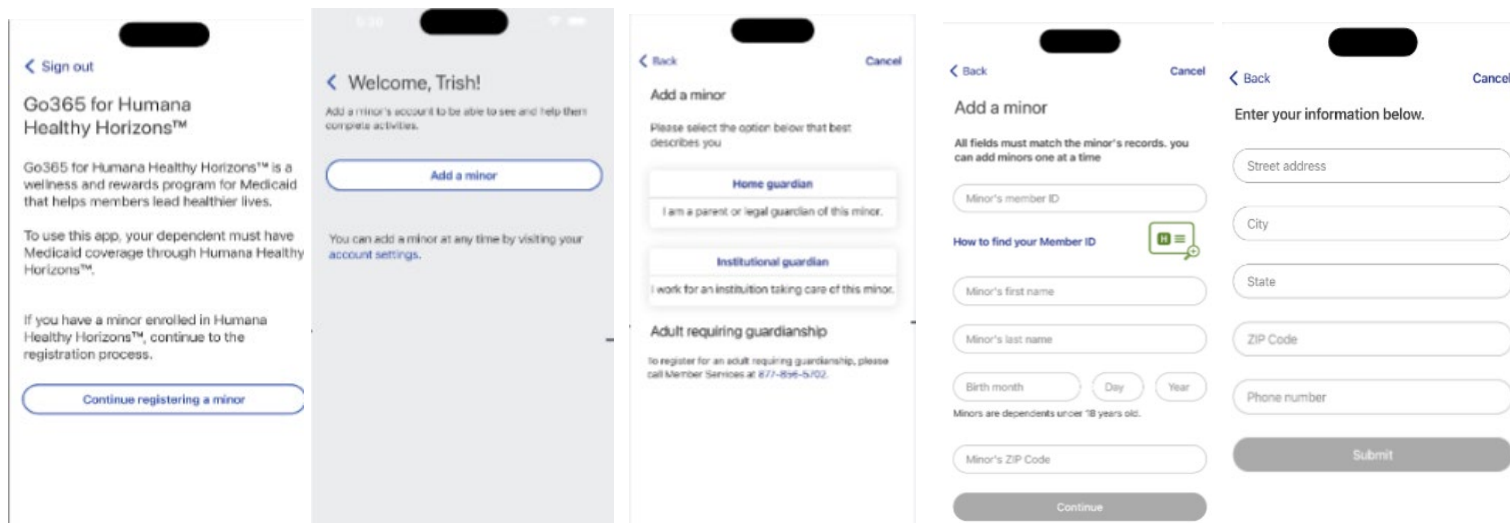
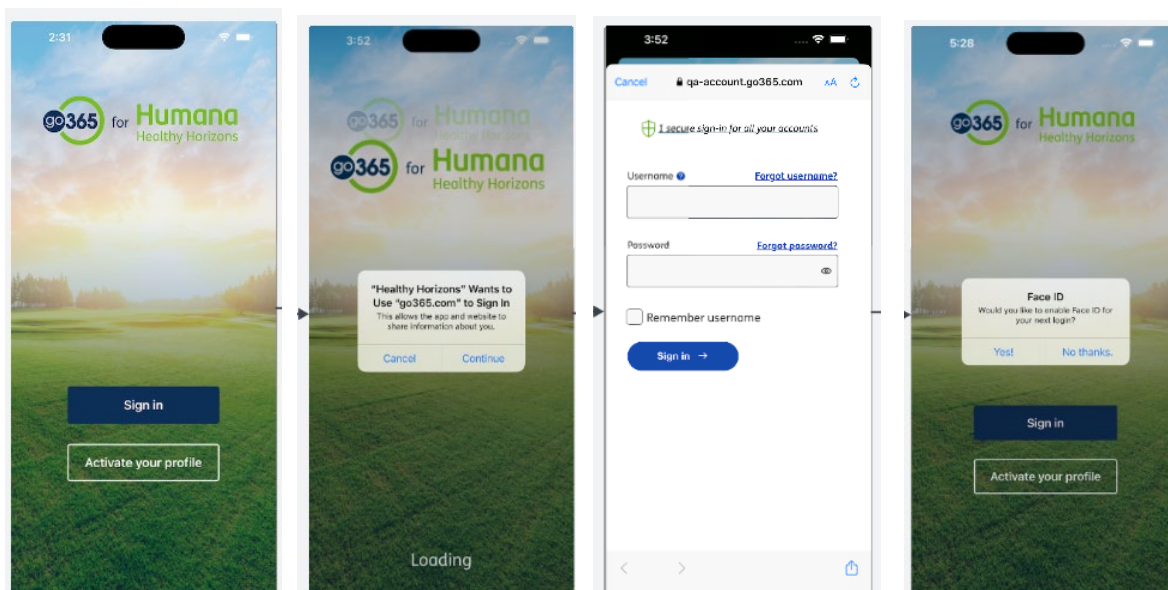
The screenshots below show how a Humana Medicaid member adds a minor.



If the caregiver is not a Humana member:

- They will register using the minor's Humana member ID, date of birth and zip code.
- Once registered, they will log in and follow the prompts to add a minor. Additional minors can be added one at a time.
 - a. When registration is completed, you should see "Choose Account" with all members in the household listed. If all members are not listed, log out and log back in to reset the app.

The screenshots below show how a non-Medicaid member adds a minor.



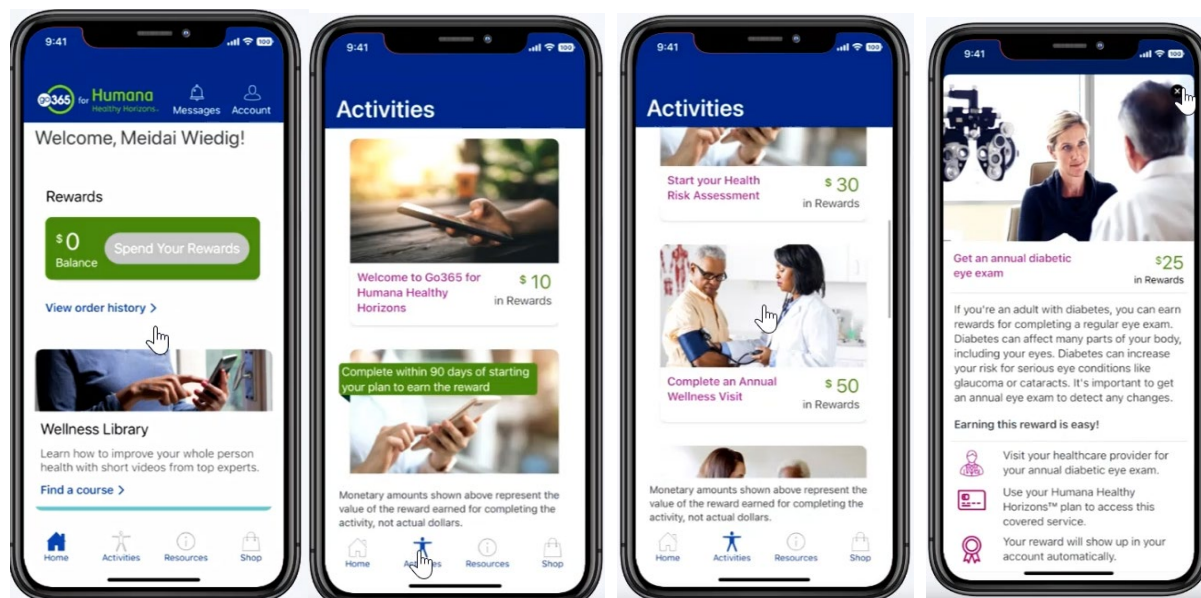
I am having trouble registering. How can I troubleshoot?

- Confirm your username has 5–6 letters, 4 numbers and does not include the first or last name of the member.
- If nothing is working, call customer care to ensure member information in the system matches your entries.
- If you are a parent/guardian who was previously insured by Humana and cannot access a minor's Go365 rewards, you will need to create a new account as a parent/guardian. You will not be able to use old credentials to log in.

How do I access the dashboard and view healthy activities in the app?

Upon signing in, the personalized dashboard appears, displaying eligible healthy activities, progress, and rewards earned. Select “Activities” from the navigation pane at the bottom of the screen to view more rewardable activities.

These screenshots show you how to navigate from the homepage to view all eligible activities you can earn rewards for.



What types of rewards can I earn?

Once you earn at least \$5 in rewards, you can redeem those rewards in the app for e-gift cards to major retailers. E-gift cards are sent to the email on file. You can change the email the e-gift card is sent to during the checkout process. See question below, “How do I redeem rewards,” for screenshots of the checkout process.

What types of activities qualify for rewards?

The app provides a list of eligible activities, which include preventive screenings and checkups, immunizations, and other health-related actions. The dashboard/homepage will show personalized activities available to you, which may vary from state to state. Activities can also be found on the “Activities” page, accessible from the bottom of the screen.

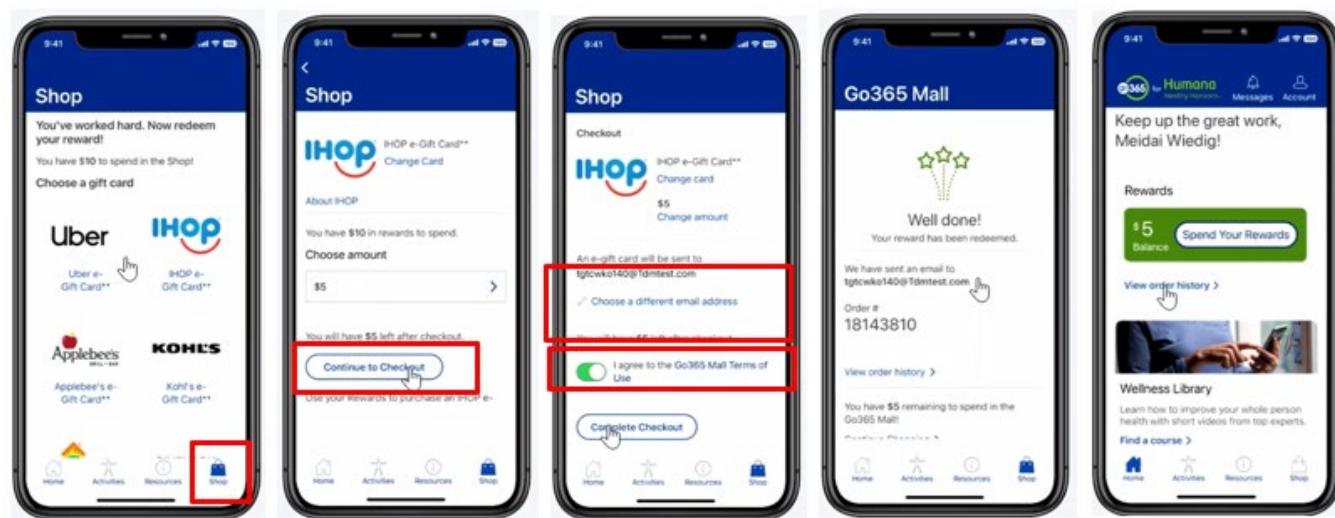
How long does it take for rewards to appear in my account after completing an activity?

Rewards are processed after Humana receives and verifies the relevant healthcare provider claim. Processing times typically take around 30 days but can take up to 90 days.

How do I redeem rewards?

To redeem rewards, go to the Shop icon at the bottom of the screen. After selecting a gift card and amount, continue to checkout.

At checkout, confirm or update your email address and agree to the Mall terms of use. Rewards are emailed to the email address indicated. If the email does not show up in the account holder's inbox within a reasonable timeframe, check your spam folder. The screenshots below show how to redeem rewards in the app.



Why are my rewards not appearing?

Rewards may not display immediately for a few reasons. Here are two of the most common scenarios:

1. Lag in processing time, which can take up to 90 days for rewards to show up in your account.
2. Incorrect CPT codes submitted by a healthcare provider. In this instance, contact Customer Care at 888-225-4669 (TTY: 711), take a screenshot of your MyChart or Summary of Benefits and email it to the customer care representative to get the issue resolved. You can also describe what you're seeing to customer service if you are unable to send a screenshot.

How do I complete my Health Risk Assessment (also known as Health Needs Assessment)?

The Health Risk Assessment (HRA) can be done in one of four ways:

1. Complete through the Go365 for Humana Healthy Horizons app.
2. Fill out and send back the HRA in the envelope from your welcome kit.
3. Call the state-dedicated line in the chart below.
4. Create a MyHumana account and complete and submit the HRA online.

Florida	HRA 800-611-1467
Indiana	HNS 866-274-5888
Kentucky	HRA 800-444-9137
Louisiana	HNA 1-800-448-3810
Ohio	HRA 877-856-5702
Oklahoma	HRA 855-223-9868
South Carolina	HRA 866-432-0001
Virginia	MMHS 844-881-4482

Why am I having issues signing in?

There are a few reasons why you may have trouble signing in. It may be that an incorrect member ID was entered. Or, if fraudulent activity is suspected, we may temporarily lock your account to protect your personal health information. If the issue persists, contact Customer Care at 888-225-4669 (TTY: 711).

Who can I contact for technical or account support?

For technical assistance, account access issues, or reward inquiries, contact Customer Care at 888-225-4669 (TTY: 711).

Go365 for Humana Healthy Horizons is available to all who meet the requirements of the program. Rewards are not used to direct you to select a certain provider.

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. Gift cards must not be converted to cash. Rewards may be limited to once per year, per activity.

Rewards may take 90 to 180 days or greater to receive, depending upon the timeliness of medical claims submission.

Auxiliary aids and services, free of charge, are available to you.
800-444-9137 (TTY: 711), Monday through Friday,
from 7:00 a.m. to 7:00 p.m., Eastern time.

Humana Inc. and its subsidiaries comply with Section 1557 by providing free auxiliary aids and services to people with disabilities when auxiliary aids and services are necessary to ensure an equal opportunity to participate. Services include qualified sign language interpreters, video remote interpretation, and written information in other formats.

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.

繁體中文 (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。

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

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

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

Srpsko-hrvatski (Serbo-Croatian): Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

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

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Deutsch (Pennsylvania Dutch): Ruf die Nummer owwe fer koschdefrei Hilf in dei eegni Schprooch.

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

Oroomiffa (Oromo): Tajaajila gargaarsa afaan argachuudhaf bilbila armaan oli irratti bilbilaa.

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

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Ikirundi (Bantu – Kirundi): Hamagara izo numero ziri hejuru uronswe ubufasha kwa gusa bw'uwugusobanurira mu rurimi wumva.

This notice is available at **[Humana.com/KentuckyDocuments](https://www.humana.com/KentuckyDocuments)**.

Humana Healthy Horizons in Kentucky is a Medicaid Product of Humana Health Plan Inc.
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