



Download the Go365 for Humana Healthy Horizons app today

The Go365 for Humana Healthy Horizons® app is a great tool to help you earn rewards for keeping up with your personal well-being goals. And it's part of the healthy behaviors programs offered to you at no extra cost.

Go365 for Humana Healthy Horizons encourages you to earn rewards for taking healthy actions and redeeming for e-gift cards.

Get started in 3 steps

1. **Download the app** from Google Play or the App Store.*



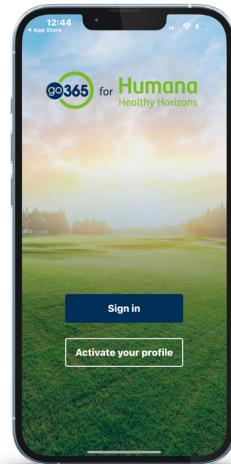
GET IT ON
Google Play

Download on the
App Store



Use your phone's camera to scan the QR code

2. **Register an account** on the app and sign in. If you are registered on MyHumana.com, ensure your password contains a number and then you can use the same login information on the app. Guardians without a MyHumana account should register by selecting "Register here" from the Go365 app's sign-in screen.†



3. **Select an activity to get started**, and you are on your way!

* With a smartphone, you have easy access to health-related information and can stay connected to your care team and health plan. Any member who qualifies for the Federal Lifeline program, will be eligible to receive a free smartphone with monthly talk minutes, text, and data. One free smartphone per household. For additional information, call **(206) 445-7825 or (855) 924-7825** (Monday - Friday: 8:00 a.m. – 8:00 p.m. CST; Saturday: 10:00 a.m. - 7:00 p.m. CST) to learn more.

† Guardians (with or without Humana coverage) must register under their name to add their minor(s).

What you can do in the Go365 for Humana Healthy Horizons app



Explore earning options



Redeem rewards



Get help



Find frequently asked questions



Sign up for wellness coaching

Learn more about rewardable activities

Members who are enrolled in either an MMA plan (Medical), Comprehensive (MMA and Long-Term Care), SMI or HIV/AIDS Specialty plan can earn rewards for completing healthy activities such as working with a Wellness Coach, getting preventive screenings and going to prenatal and postpartum visits. Rewards can be redeemed for e-gift cards through the Go365 Mall in the app.

Activity	Reward criteria	Reward amount
Annual Wellness Visit	Complete an Annual Wellness Visit with a primary care physician (PCP). Applies to members 18 years and older.	\$20 in rewards, one per member per year upon receipt of claim
Mammogram cancer screening	Get a mammogram. Available to female members 40 and older. High-risk members under 40 years old are also eligible for rewards. Physician written order (referral) may be required for mammogram screening. Check with your primary care physician or OB/GYN.	\$20 in rewards, one per member per year upon receipt of claim
Cervical cancer screening	Get a cervical cancer screening as part of a routine Pap smear. Applies to female members 21 and older. Members have open access for OB/GYN visits and do not require a referral from a primary care physician. Physician written order (referral) may be required. Check with your PCP.	\$20 in rewards, one per member 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. Physician written order (referral) may be required for colorectal cancer screening. Check with your primary care physician (PCP).	\$20 in rewards, one per member per year upon receipt of claim

Activity	Reward criteria	Reward amount
Health Risk Assessment (HRA)	<p>The HRA can be done in one of four ways:</p> <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 your welcome kit, or 3. Call to 800-611-1467 (TTY: 711), Monday – Friday, 8 a.m. – 7 p.m., Eastern time, or 4. Create a MyHumana account and complete and submit the HRA online (via desktop only). <p>Applies to all members.</p>	<p>\$20 in rewards if completed within the first 90 days of enrollment</p> <p>\$10 in rewards if completed after the first 90 days of enrollment</p> <p>One reward, per member, per new enrollment</p>
HumanaBeginnings¹	<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 1-800-322-2758 Ext. 1394119, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time.</p>	<p>\$20 in rewards, one per member, per year, per pregnancy</p>
Postpartum visit¹	<p>Complete one postpartum visit with your provider within seven to 84 days after delivery. Available to all pregnant female members.</p>	<p>\$15 in rewards, one reward per member, per year, per pregnancy</p>
Prenatal visit¹	<p>Complete a prenatal visit during your first trimester or within 42 days of enrollments with Humana. Available to all pregnant female members.</p>	<p>\$15 in rewards, one reward per member, per year, per pregnancy</p>
Substance abuse disorder counseling	<p>Work with a case manager over the phone to get help with substance abuse.</p> <ul style="list-style-type: none"> • \$15 for enrolling and completing three sessions within three months of the first session. • \$15 for completing three additional sessions (six sessions total) within six 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>Available to members 18 years and older.</p> <p>Enroll by calling 800-229-9880 (TTY: 711).</p>	<p>Up to \$50 in rewards</p> <p>One reward per member per year</p>

Activity	Reward criteria	Reward amount
Tobacco Cessation Program	<p>Work with a coach over the phone to quit smoking or vaping.</p> <ul style="list-style-type: none"> • \$25 for completing two calls within 45 days of enrolling in coaching • \$25 for completing six more calls (eight total) within 12 months of enrolling in coaching <p>Nicotine replacement therapy is available to members 18 and older.</p> <p>Enroll by calling 855-330-8053 (TTY: 711). When prompted, select option one. Applies to members 12 and older. Parent/guardian consent required for members 12–17 years old.</p>	Up to \$50 in rewards , one reward per member per year
Weight Management Program	<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, six calls total, within 12 months of enrolling. <p>To enroll, call 855-330-8053 (TTY: 711). When prompted, select option two. Applies to all members 12 and older. Parent/guardian consent required for members 12–17 years old.</p>	Up to \$40 in rewards , one reward per member per year
Well-child visit	<p>Complete a wellness visit with a pediatrician. Applies to members ages 0–17.</p>	\$20 in rewards , one per member, per year upon receipt of claim

Your rewards will be available in your Go365 account once criteria and activities are confirmed. You may also view a full list of rewardable activities in the app.

How to redeem your rewards

After completing any of the healthy activities listed above:

- Download the Go365 app.
Make sure to choose the one that says Humana Healthy Horizons in the name.



[Google Play](#)



[App Store](#)



- Add eligible minors to your account.
- Find your available rewards in the Go365 for Humana Healthy Horizons app.
- Access the Go365 Mall in the app.
- Redeem your rewards for e-gift cards.

Go to [Humana.com/Medicaid/Florida](#) or call **888-225-4669 (TTY: 711)** for more information about Go365 for Humana Healthy Horizons.

Source:

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

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc

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. Rewards may take 90 to 180 days or greater to receive. Rewards are non-transferable to other plans or programs. You will lose access to the Go365 app and the earned incentives and rewards if you voluntarily disenroll from Humana Healthy Horizons or lose eligibility for more than one-hundred eighty (180) days. At the end of the year (December 31), those with continuous enrollment will have 90 days to redeem their rewards.

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 current plan year, we must get confirmation from your doctor by no later than March 15 of the following year.

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.

Wellness coaches do not offer medical, financial, or other professional advice, and should not be used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.

Notice of Non-Discrimination

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and 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.

Humana Inc. provides free language assistance services to people whose primary language is not English, people with disabilities or who need reasonable modifications free auxiliary aids and services to communicate effectively with us. These services include qualified interpreters including sign language and written information in other languages and formats (large print, audio, accessible electronic formats, other formats).

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **800-477-6931 (TTY: 711)**, Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. If you believe that Humana, Inc. has not provided these services or you feel you have experienced discrimination, you can file a grievance in person or by mail, or email with Humana Inc.'s Non-Discrimination Coordinator at P.O. Box 14618, Lexington, KY 40512-4618, **800-477-6931 (TTY: 711)**, or accessibility@humana.com. If you need help filing a grievance, Humana Inc.'s Non-Discrimination Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**.

Auxiliary aids and services, free of charge, are available to you. 800-477-6931 (TTY: 711), Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern time.

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.

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

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

Italiano (Italian) Chiamare il numero sopra indicato per ricevere servizi di assistenza linguistica gratuiti.

This notice is available at Humana.com/FloridaAccessibility.

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

FLHMEDREN_ITN25_0225_Approved

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

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

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

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。

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

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

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

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

Polski (Polish) Aby skorzystać z bezpłatnej pomocy językowej, należy zadzwonić pod wyżej podany numer.

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

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี