

# Download the Go365 for Humana Healthy Horizons app today

The Go365 for Humana Healthy Horizons<sup>®</sup> 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.

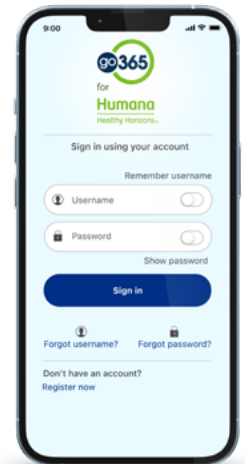
## Get started in 3 steps

1. Download the app from [Google Play](#) or the [App Store](#).\*



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. If it does, you can use the same login information on the app. Guardians without a MyHumana account should register by selecting "Register here" from the Go365<sup>®</sup> app's sign-in screen.†



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

\* If you don't have a smartphone, you may qualify for a free smartphone through the Federal Lifeline program, one per household. To learn more, call SafeLink Wireless<sup>®</sup> at 1-800-SAFELINK or visit <https://safelinkwireless.com> to apply.

† 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 enrolled in 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
<b>Annual Wellness Visit</b>	Complete an Annual Wellness Visit with a primary care provider (PCP). Available to members 18 years and older.	<b>\$20 in rewards</b> per year
<b>Mammogram Cancer Screening</b>	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. Check with your Primary Care Physician (PCP) or OB/GYN.	<b>\$20 in rewards</b> per year
<b>Cervical Cancer Screening</b>	Get a cervical cancer screening (Pap smear). Available to female members 21 and older. Members have open access for OB/GYN visits and do not require a referral from a PCP. Physician written order (referral) may be required. Check with your PCP.	<b>\$20 in rewards</b> per year
<b>Colorectal Cancer Screening</b>	Get a colorectal cancer screening as recommended by your PCP. Available to members 45 and older.	<b>\$20 in rewards</b> per year
<b>Health Risk Assessment (HRA)</b>	The HRA can be done in one of four ways: 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 <b>800-611-1467 (TTY: 711)</b> , Monday – Friday, 8 a.m. - 7 p.m., Eastern time, or 4. Create a MyHumana account and complete and submit the HRA online (available via desktop only). Applies to all members.	<b>\$20 in rewards</b> if completed within the first 90 days of enrollment. <b>\$10 in rewards</b> if completed after the first 90 days of enrollment. Once per lifetime per enrolled member.

<p><b>Humana Beginnings<sup>1</sup></b></p>	<p>Pregnant members enroll and complete the HumanaBeginnings® program.</p> <ul style="list-style-type: none"> <li>• Prenatal component and/or</li> <li>• Postpartum component</li> </ul> <p>Applies to pregnant females 13 and older. 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><b>\$20 in rewards</b> per pregnancy</p>
<p><b>Postpartum Visit<sup>1</sup></b></p>	<p>Complete one postpartum visit with your provider within seven to 84 days after delivery. Available to all pregnant female members.</p>	<p><b>\$15 in rewards</b> per pregnancy</p>
<p><b>Prenatal Visit<sup>1</sup></b></p>	<p>Complete a prenatal visit during your first trimester or within 42 days of enrollment with Humana. Available to all pregnant female members.</p>	<p><b>\$15 in rewards</b> per pregnancy</p>
<p><b>Substance Abuse Disorder Counseling</b></p>	<p>Work with a case manager over the phone to get help with substance abuse.</p> <ul style="list-style-type: none"> <li>• \$15 for enrolling and completing three sessions within three months of the first session</li> <li>• \$15 for completing three additional sessions (six sessions total) within six months of enrolling</li> </ul> <p>Enroll by calling <b>800-229-9880 (TTY: 711)</b>. And/or:</p> <ul style="list-style-type: none"> <li>• \$20 for active participation in an outpatient program for 28-30 days</li> </ul> <p>Available to members 18 and older.</p>	<p><b>One reward</b> per member per year</p>
<p><b>Tobacco &amp; Vaping Cessation Coaching</b></p>	<p>Work with a coach over the phone to quit smoking or vaping.</p> <ul style="list-style-type: none"> <li>• \$25 for completing two calls within 45 days of enrolling in coaching</li> <li>• \$25 for completing six more calls (eight total) within 12 months of enrolling in coaching</li> </ul> <p>Enroll by calling <b>855-330-8053 (TTY: 711)</b>. When prompted, select option one. Applies to members 12 and older. Parent/Guardian consent required for members 12 – 17 years old. Nicotine replacement therapy is available to members 18 and older.</p>	<p><b>Up to \$50 in rewards</b> per member per year</p>
<p><b>Weight Management Program</b></p>	<p>Work with a coach over the phone to reach or keep a healthy weight.</p> <ul style="list-style-type: none"> <li>• \$10 for enrolling and submitting a PCP form</li> <li>• \$30 for completing coaching, six calls total, within 12 months of enrolling</li> </ul> <p>To enroll, call <b>855-330-8053 (TTY: 711)</b>. When prompted, select option two. Applies to all members 12 and older. Parent/Guardian consent required for members 12 - 17 years old.</p>	<p><b>Up to \$40 in rewards</b> per member per year</p>
<p><b>Well-Child Visit</b></p>	<p>Complete a wellness visit with a pediatrician. Applies to members ages 0–17.</p>	<p><b>\$20 in rewards</b> per year</p>

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 shows 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](https://www.humana.com/medicaid/Florida) or call **888-225-4669 (TTY: 711)** for more information about Go365 for Humana Healthy Horizons.

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.

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. 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.

**ENGLISH:** This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

**SPANISH:** Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

**CREOLE:** Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

**FRENCH:** Ces informations sont disponibles gratuitement dans d'autres langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

**ITALIAN:** Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

**RUSSIAN:** Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 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 first 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, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. 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 **800-477-6931** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the  
**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/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

Auxiliary aids and services, free of charge, are available to you.  
**800-477-6931 (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.

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**English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

**Español: (Spanish)** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

**Kreyòl Ayisyen: (French Creole)** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

**Tiếng Việt: (Vietnamese)** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.