

HumanaBeginnings program



All moms and moms-to-be need help some times. We offer support and resources for women who struggle with substance abuse or are in recovery.

We want our moms and their babies healthy and happy.

While you're pregnant

Members in our HumanaBeginnings® program get:

- Support from registered nurses and extra help if you struggle with substance abuse, or are in recovery
- Referrals for other treatment, services, and community-based resources
- Benefit information
- Education and support for partners

After your baby is born

Members in our HumanaBeginnings program get:

- A registered nurse to guide you through the hospital delivery, and to support you in the weeks after your baby is born
- Support and help from nurses trained to help newborns who need special care, when your baby needs this type of care
- Ongoing access to treatment, services, and community-based resources
- Family-planning information and services
- Benefit information
- Education and support for partners

We can help!

We created our HumanaBeginnings program with you in mind.

Call us at **800-322-2758**, extension **1394119**, Monday – Friday, 8:30 a.m. – 5:00 p.m., Eastern time.

Humana
Healthy Horizons®
in Florida

Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers you the opportunity to earn rewards for taking healthy actions. To earn rewards, you must download the Go365 for Humana Healthy Horizons app from iTunes/Apple App Store or Google Play on a mobile device, create an account, and engage in activities.

You can redeem your rewards for e-gift cards to popular retailers.

Our members enrolled in our HumanaBeginnings program can earn¹ a:

- **\$20 reward** after enrolling and completing our HumanaBeginnings Prenatal Postpartum program
- **\$15 reward** for visiting an OB-GYN and completing a prenatal visit
- **\$15 reward** for completing a postpartum visit with your OB-GYN between 7 - 84 days of delivery

1. Prenatal visit with OB-GYN must occur during the first trimester or within 42 days of enrolling with the plan. Postpartum visit with OB-GYN must occur between 7 - 84 days after delivery.

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 January 2024 – December 2024 plan year, we must get confirmation from your doctor by no later than March 15, 2025.

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 greater to receive. Rewards are non-transferrable to other Managed Care Plans or other programs. Members will lose access to the Go365® app and the earned incentives and rewards if they voluntarily dis-enroll from the Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31, 2024), members with continuous enrollment will have 90 days to redeem their rewards.

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; drugs (except for over-the-counter drugs), 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.

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 or 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.

This notice is available at **Humana.com/FloridaAccessibility**.

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

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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.

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 કૌલ કરો.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี