

Download the Go365 for Humana Healthy Horizons app today

The Go365 for Humana Healthy Horizons® app is a great way to earn rewards for keeping up with your personal well-being goals. Available at no cost to you, Go365 for Humana Healthy Horizons grants you rewards for taking healthy actions and lets you redeem them for e-gift cards from brands you know and love.

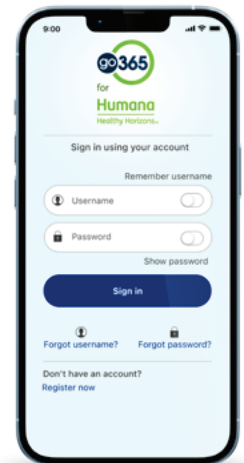
Get started in 3 steps

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](#), your password must contain a number. If it does, you can use the same login information on the app. You'll earn \$25 in rewards.† 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!

* 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® at 1-800-SAFELINK or visit <https://safelinkwireless.com> to apply.

† Adults on the plan earn \$25 in rewards for registering and clicking on the digital onboarding activity. If a parent/guardian adds a minor child to an account, the child receives a \$25 reward for registering and clicking on the digital onboarding activity.

‡ 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 assistance



Find frequently asked questions



Sign up for wellness coaching

Learn more about rewardable activities

You 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 provider (PCP).	\$25 in rewards per year
Behavioral Health Follow-up Visit	Have a follow-up visit within 30 days after hospital discharge for behavioral health diagnosis intentional self-harm. Available to members 60 and older.	\$25 in rewards per hospitalization
Breast Cancer Screening	Get a mammogram. Available to female members 60 and older.	\$25 in rewards per year
Colorectal Cancer Screening	Get a colorectal cancer screening as recommended by your PCP. Available to members 60 and older.	\$25 in rewards per year
Comprehensive Diabetic Screening	Get an annual HbA1c and blood pressure screening with your PCP. Available to diabetic members 60 and older.	\$10 in rewards per year
Diabetic Retinal Eye Exam	Get a retinal eye exam. Available to diabetic members 60 and older.	\$10 in rewards per year
Fall Prevention Video	Complete watching the fall prevention video on the Go365 app. Available to members 60 and older.	\$10 in rewards per lifetime
Flu Shot	Get the flu vaccine. If given by someone other than a physician or at a pharmacy, upload a photo for documentation in the Go365 app. Available to members 60 and older.	\$10 in rewards per year
Health Needs Screening (HNS)	Must complete within 90 days of enrollment in Indiana PathWays for Aging. The HNS can be done by calling 855-223-9868 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., EDT. Available to members 60 and older.	\$25 in rewards per lifetime

Activity	Reward criteria	Reward amount
High-Intensity Care of Substance Use Disorder	Have a follow-up visit within 30 days after discharge from inpatient care, residential treatment or detoxification visit. Available to members 60 and older.	\$25 in rewards per hospitalization
Nutritional Coaching	Work with a coach over the phone to reach or keep healthy habits. <ul style="list-style-type: none"> • \$15 for enrolling and completing a well-being checkup. • \$15 for completing coaching, six calls total, within 12 months of enrolling. To enroll, call 855-330-8055 (TTY: 711). When prompted, select option two. Available to members 60 and older.	Up to \$30 in rewards per year
Transition of Care	Have a follow-up visit within 30 days of an inpatient, non-psychiatric discharge. Available to members 60 and older.	\$25 in rewards per hospitalization

Your rewards will be available in your Go365 account after rewards criteria have been confirmed. You may also view a full list of rewards 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/Indiana or call **866-274-5888 (TTY: 711)** for more information about Go365 for Humana Healthy Horizons.

Indiana PathWays for Aging in Indiana 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 more 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 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.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-274-5888 (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 **866-274-5888** 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/ocr/complaints/index.html>.

Auxiliary aids and services, free of charge, are available to you.
866-274-5888 (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.

Humana Healthy Horizons in Indiana is a Medicaid Product of Arcadian Health Plan, Inc.

Language assistance services, free of charge, are available to you.
866-274-5888 (TTY: 711)

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.

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

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。

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

Nederlands (Dutch) Bel het bovenstaande nummer om gratis taalkundige hulp te ontvangen.

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

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

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

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

हिंदी (Hindi) भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

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。

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

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

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

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