

Humana Healthy Horizons in Kentucky enrollees 6 months old and older can earn \$40 in rewards for getting a COVID-19 vaccine

Humana Healthy Horizons® in Kentucky enrollees 6 months old and older can earn **\$40 in rewards** through Go365 for Humana Healthy Horizons after getting a COVID-19 vaccine. Below, find answers to frequently asked questions about how eligible enrollees can earn **\$40 in rewards** through Go365 for Humana Healthy Horizons after getting a COVID-19 vaccination.

Q. What is Go365® for Humana Healthy Horizons?

A. Go365 for Humana Healthy Horizons is a wellness program that offers our enrollees the opportunity to earn rewards for taking healthy actions.

Q. How can your enrollees qualify to earn rewards through Go365 for Humana Healthy Horizons?

A. To earn rewards, our enrollees must:

- Download the Go365 for Humana Healthy Horizons App from **iTunes/Apple Shop** or **Google Play** on a mobile device
- Create an online profile to access and engage in the program
 - Enrollees under the age of 18 must have a parent or guardian register on their behalf to participate and engage with the program. The person completing the registration process on behalf of a minor must have the minor's Medicaid Member ID.
 - Enrollees who are 18 and older can register to create a Go365 account. They must have their Medicaid Member ID.

Q. If your enrollee has a MyHumana account, can he or she use the same login credentials to access Go365 for Humana Healthy Horizons?

A. Yes. Our enrollees with a **MyHumana account**, can use the same login information to access Go365 for Humana Healthy Horizons, after they download the app.

Humana Healthy Horizons® in Kentucky

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

Q. How do eligible enrollees earn rewards?

A. For each eligible Go365 activity completed, our enrollees can earn rewards and then redeem the rewards for gift cards in the Go365 in-app mall. Rewards earned through Go365 have no cash value and must be earned and redeemed prior to the reward expiration date.

Q. How do your eligible enrollees earn \$40 in rewards for getting a COVID-19 vaccination?

A. All enrollees 6 months old and older can earn **\$40 in rewards** for getting a COVID-19 vaccine. To be eligible for this reward, the enrollee must:

- Register an account through **Go365 for Humana Healthy Horizons™**
- Be completely vaccinated against COVID-19 (number of doses depends on your age)
- Log in to their Go365 for Humana Healthy Horizons account
- Upload an image of their completed vaccination card

Q. How long does an eligible enrollee have after getting a COVID-19 vaccination to submit photo proof?

A. Enrollees must upload an image of their completed vaccination card within 90 days of getting the vaccine.

Q. How long after enrollees upload an image of their COVID-19 vaccination card will they see the \$40 in rewards available in their Go365 for Humana Healthy Horizons app?

A. We will apply the **\$40 in rewards** to their Go365 for Humana Healthy Horizons account after reviewing the photo of the completed vaccination card.

Q. Who is eligible for this reward?

A. This reward is available to enrollees 6 months old and older.

Q. One of my patients already received their COVID-19 vaccination. Are they eligible for this reward?

A. Yes. Enrollees who already received their COVID-19 vaccine can qualify to earn **\$40 in rewards**, too. Enrollees have 90 days from the date they received their full vaccination to upload an image of their completed vaccination card. To be eligible, enrollee must be:

- 6 months old and older
- A Humana Healthy Horizons in Kentucky enrollee at the time he or she received the COVID-19 vaccine

Q. Is transportation available for Humana Healthy Horizons in Kentucky enrollees to get their COVID-19 vaccine?

A. Yes. The Kentucky Cabinet for Health and Family Services also makes available a list of **transportation services providers** available to help Medicaid recipients get to and from a COVID-19 vaccine visit.

Q. Where can your enrollees get more information about Go365 for Humana Healthy Horizons?

A. For more information, they can:

- Go to **[Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365)**
- Call Go365 at **888-225-4669 (TTY: 711)** to learn more

Humana Healthy Horizons® in Kentucky

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 2022 plan year, we must get confirmation from your doctor by no later than March 15, 2023. Go365 for Humana Healthy Horizons is available to all enrollees who meet the requirements of the program. Rewards are not used to direct the enrollee 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. Enrollees will lose access to the Go365® App to 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), enrollees with continuous enrollment will have 90 days to redeem their reward. Rewards may be limited to once per year, per activity. See activity description for details.