

Member Value-added Benefits, Services, and Healthy Rewards Guide 2025



Welcome to the Humana Healthy Horizons® in Ohio 2025 Member Value-added Benefits, Services, and Healthy Rewards Guide. As a Humana Healthy Horizons member, you get the Medicaid coverage you need and deserve, so you have time to focus on the things you love. These value-added benefits, services, and healthy rewards are provided at no cost to you.

This guide provides detailed information about each:

- Value-added benefit
- Service
- Healthy reward

This guide also includes information about:

- Age limits
- How you can access each value-added benefit, service, and healthy reward
- Value-added benefit, service, and healthy reward details

Humana
Healthy Horizons®
in Ohio



For additional assistance with details and how to access these value-added benefits, services, and healthy rewards, call Member Services at **877-856-5702 (TTY: 711)**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

All value-added benefits, services, and healthy rewards are subject to change, with advance notice.

Benefit	Age limit	Benefit details	How do I get the benefit?
Smartphone Services	All	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 cell phone with monthly talk minutes, text, and data.	You can opt into this benefit by contacting Assurance by phone at 888-321-5880 or you can visit, www.assurancewireless.com .
Childcare Assistance	14+	Member must participate in some sort of Workforce program in order to be eligible.	<p>For additional information, or to learn more about the reimbursement for childcare expenses, call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time. Please have your Member ID card (or Member ID number) at the time of your call.</p> <p>To qualify for the reimbursement of up to \$50 per quarter, up to four quarters per year, for childcare expenses, you must:</p> <ul style="list-style-type: none"> • Have a childcare provider • Participate in some type of workforce program in order to be eligible
Dental Services	21+	1 additional dental cleaning annually for members 21 and older	<p>You may schedule 2 adult dental cleanings per calendar year with an in-network dental provider.</p> <p>To find a dental provider:</p> <ul style="list-style-type: none"> • Use our online Find a Doctor service at Humana.com/FindADoctor to identify and locate dentists near you <ul style="list-style-type: none"> – Search for General Dentistry Oral Surgery (listed as Oral and Maxillofacial surgery) – Select All Dental Networks as Coverage Type – Select OH Medicaid Dental Network as Network – Do not use the dental search • Access information through the MyHumana app (if you signed up for an account) <p>For additional information, or to learn more about the reimbursement for childcare expenses, call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time. Please have your Member ID card (or Member ID number) at the time of your call.</p>

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Baby and Me Meals	All	Up to 2 pre-cooked home-delivered meals per day for 10 weeks for pregnant members who are high risk. Care Manager approval required.	To enroll in the HumanaBeginnings care management program, call 877-856-5702 (TTY: 711) , Monday – Friday, 7 a.m. – 8 p.m., Eastern time.
Home-Based Asthma Interventions	All	Asthmatic members in our Care/Disease Management programs can receive an allowance of up to \$200 per year to alleviate the cost of services such as allergen free bedding, carpet cleaning and/or an air purifier.	Call your Care Manager or Member Services at 877-856-5702 (TTY: 711) , Monday – Friday, 7 a.m. – 8 p.m., Eastern time.
GED Testing	16+	<p>An online program with tools to help students pass the GED test.</p> <p>Program features include:</p> <ul style="list-style-type: none"> • Access to guidance and study materials • One-on-one bilingual advisor • Online help (to provide students the greatest flexibility for participation) • Test pass guarantee (our members can take the GED multiple times until they pass it) • Unlimited use of practice tests <p>Note:</p> <p>Members 16-18 years must provide additional documentation.</p> <p>Underage test takers must enroll in the state’s official Adult Education Program and take free classes until they are ready to sit for the exam. They will need documentation from the school system that they have officially withdrawn.</p> <p>1 employment physical per year</p>	<p>Sign up for GEDWorks at GED.com/Humana.</p> <p>For more information, call GEDWorks at 877-392-6433 (TTY: 711), Monday – Friday, 9 a.m. – 6 p.m., Eastern time.</p>

Benefit	Age limit	Benefit details	How do I get the benefit?
Caregiver Assistance	All	<p>Available childcare, counseling/caregiving, and legal and financial support includes:</p> <p>Childcare support</p> <p>Support to identify childcare options, including:</p> <ul style="list-style-type: none"> • Childcare centers • Family daycare homes • Nanny agencies • Babysitting services search tools • Backup/on-demand child care <p>Support to identify special needs support options, including:</p> <ul style="list-style-type: none"> • Support groups • Advocates • Childcare for children with special needs • Socialization groups • Special needs services (for example, Applied Behavioral Analysis Therapy) <p>Counseling and caregiving support</p> <p>Behavioral health counseling and support, including:</p> <ul style="list-style-type: none"> • Up to 3 sessions per calendar year for caregivers of a member with coverage through Humana Healthy Horizons in Ohio <p>Legal and financial support</p> <p>Legal and financial support, including:</p> <ul style="list-style-type: none"> • Do-it-yourself document preparation (for example, wills and living wills) • Free 30-minute consultations with attorneys, mediators, certified public accountants, and financial professionals (depending on type of consultation member needs, such as for budget preparation, etc.) • After the free, 30-minute consultation, members get a 25% discount on additional legal services. 	<p>To access available childcare, counseling/caregiving, and legal and financial support from the Caregiver Assistance Program:</p> <ul style="list-style-type: none"> • Visit login.lifeworks.com. <p>When prompted, enter HumanaOhio as your username and support as your password.</p> <p>For more information, call TELUS Health at 844-664-0541, 24 hours a day, 7 days a week, Eastern time. Please have your member ID card (or member ID number) at the time you call.</p> <p>For the reimbursement of up to \$50 per quarter, up to 4 quarters per year, for childcare expenses, you must call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time and have the following qualifications"</p> <ul style="list-style-type: none"> • Have a childcare provider • Participate in some type of workforce program • Authorization is required.

Benefit	Age limit	Benefit details	How do I get the benefit?
Housing Assistance	18+	<p>Up to \$500 per member per year to assist with the following housing expenses:</p> <ul style="list-style-type: none"> • Apartment rent or mortgage payment (late payment notice required) • Payment for electric, water or gas bills (late payment notice required) • Trailer park and lot rent, if this is your permanent residence (late payment notice required) • Moving expenses via licensed moving company when transitioning from a public housing authority <p>Plan approval required.</p> <ul style="list-style-type: none"> • Member must not live in a residential facility or nursing facility. • Funds will not be paid directly to the member. • If the bill is in the spouse's name, a marriage certificate may be submitted as proof. 	<p>Call your care manager or Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.</p>
Convertible Car Seat or Portable Crib	Pregnant female members	<p>Pregnant members must:</p> <ul style="list-style-type: none"> • Enroll in the HumanaBeginnings® care management program • Get a comprehensive assessment • Complete 1 additional follow-up call <p>Pregnant members who meet each of the above eligibility criteria will receive 1 convertible car seat or portable crib per pregnancy and per baby (for example, if you have twins, you are eligible for 2 portable cribs).</p> <p>Member must be enrolled in the HumanaBeginnings care management program to qualify for the benefit.</p>	<p>To enroll in the HumanaBeginnings care management program, call 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.</p> <p>To request the benefit for the portable crib (available only after you meet all eligibility criteria), call:</p> <ul style="list-style-type: none"> • Your HumanaBeginnings care manager (if you have one), or • Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time. <p>Humana Healthy Horizons will not fulfill the benefit until:</p> <ul style="list-style-type: none"> • You meet all the eligibility criteria • You request the portable crib

Benefit	Age limit	Benefit details	How do I get the benefit?
Post-Discharge Meals	All	14 refrigerated home-delivered meals following discharge from an inpatient or residential facility. Limit of 4 discharges per year.	<p>If you have been discharged from an inpatient or residential facility and Mom’s Meals on behalf of Humana Healthy Horizons in Ohio has not called you:</p> <ul style="list-style-type: none"> • Call Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time within 30 days of the discharge date to request the post-discharge meals benefit.
Non-Medical Transportation (NMT)	All	Up to 15 round trips (or 30 one-way) up to 30 miles for non-medical transportation per year to locations such as social support groups, wellness classes, WIC and SNAP appointments, and food banks. This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation areas, and churches.	<p>Transportation provided by Access2Care. Please call Access2Care within 48 hours of needing a ride, if you think you need access to:</p> <ul style="list-style-type: none"> • A car or wheelchair • Nonmedical transportation • Transportation for urgent healthcare needs may be arranged with less than 48 hours of notice. <p>To set up transportation:</p> <ul style="list-style-type: none"> • Call Access2Care at 855-739-5986 (TTY: 866-288-3133), Monday – Saturday, 8 a.m. – 6 p.m., Eastern time. <p>To cancel a ride, please call at least 24 hours in advance</p>

Benefit	Age limit	Benefit details	How do I get the benefit?
Non-Emergency Medical Transportation (NEMT)	All	<p>Up to 15 round trips (or 30 one-way) up to 30 miles per calendar year</p> <p>Trips Include:</p> <p>A. Doctor, Dental, and Vision appointments</p> <p>B. Transportation for members enrolled in Case Management Program for qualifying conditions:</p> <ul style="list-style-type: none"> • BH/SUD - Must be actively engaged in following courses of treatment: <ul style="list-style-type: none"> – Outpatient and residential BH services – Intensive outpatient treatment (IOP) • Parents to visit their child in the NICU and parents to visit their child in a residential or inpatient BH facility (inquire your care manager if you require more than 15 round trips) <p>C. Unlimited transportation for members living with Chronic Conditions requiring in-person treatment. Qualifying treatments and locations include:</p> <ul style="list-style-type: none"> • Dialysis • Radiation chemotherapy • Diabetes management • Hospital discharge • Urgent care • Organ transplant • Wound care • Prenatal trips • Postpartum trips up to 12 months to doctors appointments 	<p>Transportation provided by Access2Care. Please call Access2Care within 48 hours of needing a ride, if you think you need access to:</p> <ul style="list-style-type: none"> • A car or wheelchair • Nonmedical transportation <p>Transportation for urgent healthcare needs may be arranged with less than 48 hours of notice.</p> <p>To set up transportation:</p> <ul style="list-style-type: none"> • Call Access2Care at 855-739-5986 (TTY: 866-288-3133), Monday – Saturday, 8 a.m. – 6 p.m., Eastern time. <p>To cancel a ride, please call at least 24 hours in advance</p>

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Vision Services	21-59	<ul style="list-style-type: none"> • 1 eye exam per year • Up to \$200 allowance for 1 set of glasses (frames and lenses) or contacts during the plan year <p>Members are responsible for any cost more than the \$200 allowance.</p>	<p>To find an in-network vision services provider:</p> <ul style="list-style-type: none"> • Use our online Find a Doctor service at Humana.com/FindADoctor <ul style="list-style-type: none"> – Under Specialty, search under Medical type. • Refer to our Provider Directory (available online or via mail upon request). • Call Member Services at 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time.
Tobacco and Vaping Cessation Coaching	12+	<p>Tobacco and Vaping Cessation Coaching is for members 12 and older. The program is designed as a 6-month engagement for a total of 8 coaching calls, but members have 12 months to complete the program if needed.</p> <p>The Tobacco and Vaping Cessation Coaching program offers support for both over the counter and prescription nicotine replacement therapy.</p>	<p>To enroll, call 800-955-0783 (TTY: 711). When prompted, select option 1.</p>
Weight Management Coaching	12+	<p>Weight Management Coaching delivers weight management intervention for members 12 and older.</p> <p>Upon receiving physician clearance, the member can complete 6 Weight Management Coaching sessions with a wellness coach; about 1 call per month for a period of 6 months.</p>	<p>To enroll, call 800-955-0783 (TTY: 711). When prompted, select option 2.</p>

Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a well-being and rewards program available to Humana Healthy Horizons members. Go365 rewards members for completing healthy activities, including getting preventive screenings and working with a Wellness Coach.

Healthy activity rewards chart

Activity	Reward criteria	Reward amount
Annual Wellness Visit	Complete an annual wellness visit with a primary care physician (PCP). Available to members three and older.	\$50 in rewards per year
Behavioral Health Follow-Up Visit	Have a follow-up visit within 30 days after hospital discharge for a behavioral health diagnosis. Available to all members.	\$25 in rewards per hospitalization
Breast Cancer Screening	Get a mammogram. Available to female members 40 and older.	\$50 in rewards per year
Cervical Cancer Screening	Get a cervical cancer screening as part of a routine pap test. Available to members 21 and older with a cervix.	\$50 in rewards per year
Chlamydia Screening	Get a chlamydia screening when sexually active or as recommended by your healthcare provider. Available to all female members.	\$25 in rewards per year
Colorectal Cancer Screening	Get a colorectal cancer screening as recommended by your PCP. Available to members 45 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 21 and older.	\$30 in rewards per year
Diabetic Retinal Eye Exam	Get a retinal eye exam. Available to diabetic members 21 and older.	\$25 in rewards per year
Digital Onboarding	Download the Go365 for Humana Healthy Horizons app and complete registration. Available to all members.	\$10 in rewards per lifetime

Activity	Reward criteria	Reward amount
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 all members.	\$20 in rewards per year
High-Intensity Care of Substance Use Disorder	Have a follow-up visit within 30 days after discharge from inpatient care, residential treatment, or a detoxification visit. Available to all members.	\$25 in rewards per hospitalization
Health Risk Assessment (HRA)	<p>Must complete within 90 days of enrollment of Humana Healthy Horizons. 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 877-856-5702 (TTY: 711), Monday – Friday, 7 a.m. – 8 p.m., Eastern time, or 4. Create a MyHumana account and submit the HRA online (available via desktop only). 5. Available to all members. 	\$30 in rewards per lifetime
Human Papillomavirus Vaccine (HPV)	Must complete both doses to receive reward. Available to members ages 9-13.	\$30 in rewards per lifetime
Level of Care Video	Watch this video in the Go365 app about when to access the emergency room. Available to members 19 and older.	\$5 in rewards per year
Notification of Pregnancy (NOP)	Notify Humana of a pregnancy prior to delivery in the Go365 app. Available to pregnant female members. Members 13 and under must call to notify Humana.	\$25 in rewards per pregnancy, max \$50 per year
Postpartum Visit	Complete one postpartum visit within seven to 84 days after delivery. Available to female members.	\$50 in rewards per pregnancy

Activity	Reward criteria	Reward amount
Prenatal Visit	Complete up to 10 prenatal visits. Available to pregnant female members.	\$10 in rewards per visit, up to 10 visits, max \$100 per pregnancy
Tobacco & Vaping Cessation Coaching	<p>Work with a coach over the phone to quit smoking or vaping.</p> <p>Members earn:</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 your first coaching session <p>Enroll by calling 800-955-0783 (TTY: 711). When prompted, select option one. Available to all members 12 and older.</p> <p>Nicotine replacement therapy is available to members 18 and older.</p>	Up to \$50 in rewards per year
Weight Management Coaching	<p>Work with a coach over the phone to reach or keep a healthy weight.</p> <p>Members earn:</p> <ul style="list-style-type: none"> • \$15 for enrolling and submitting a PCP form • \$15 for completing a total of six calls, within 12 months of enrolling <p>To enroll, call 800-955-0783 (TTY: 711). When prompted, select option two. Available to members 12 and older.</p>	Up to \$30 in rewards per year
Well-Baby Visit	Complete a wellness visit with a pediatrician. Available to members 0-15 months.	\$10 in rewards per visit, up to six visits, max \$60 per year
Well-Child Visit	Complete a wellness visit with a pediatrician. Available to members 16-30 months.	\$10 in rewards per visit, up to two visits, max \$20 per year

Your rewards will be available in your Go365 account once 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 says Humana Healthy Horizons in the name.¹
- Add eligible minors to your account.²
- Find your available rewards in the Go365 for Humana Healthy Horizons app.
- Access the Go365 Mall in the app and redeem your rewards for e-gift cards.³

Go to [Humana.com/HealthyOhio](https://www.humana.com/HealthyOhio) or call **877-856-5702 (TTY: 711)** for more information about Go365 for Humana Healthy Horizons.

1. Smartphones can provide easy access to health-related information and enable members to stay connected to their care team and health plan. Humana members that qualify for the Federal Lifeline program are eligible to receive a free smartphone with monthly talk minutes, text and data.
2. Guardians (with or without Humana coverage) must register under their name to add their minor(s).
3. Adults on the plan earn \$10 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 \$10 reward for registering and clicking on the digital onboarding activity.

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 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 plan 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.

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.



Physician finder (Find a Doctor):

To use our online Find a Doctor service, go to [Humana.com/FindADoctor](https://www.humana.com/FindADoctor). You can look for and find doctors and other healthcare facilities by location and specialty.

MyHumana:

Use your Humana plan on the go with a **MyHumana** account. With a MyHumana account, you can:

- Review health plan activity, including status, summary, and detailed information of services you use
- Access your Humana member ID card with a single tap
- Find and change your primary care provider
- Find an in-network provider by specialty or location (may require location sharing enabled on your mobile device)

To register for a MyHumana account, go to [Humana.com/Registration](https://www.humana.com/Registration).

To sign in to your MyHumana account, go to [Humana.com/Login](https://www.humana.com/Login).

Download the MyHumana app at no cost from the Apple App Store or Google Play on a mobile device.

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

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the members 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 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 the plan year (December 31), 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; alcohol; tobacco; e-cigarettes; or firearms. Gift cards must not be converted to cash. Rewards may be limited to once per year, per activity. Call Go365 at **888-225-4669 (TTY: 711)**, or visit [Humana.com/OhioGo365](https://www.humana.com/OhioGo365), to learn more about the program.