

Member Value-added Benefits, Services, and Healthy Rewards Guide 2026



Welcome to the Humana Healthy Horizons® in Ohio 2026 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	18+	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.	For additional information, 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.
Childcare Assistance	14+	Up to \$50 per quarter, up to four times per year, for reimbursement for childcare expenses for caretakers who are seeking employment. Member must participate in some sort of Workforce program in order to be eligible.	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. To qualify for the reimbursement of up to \$50 per quarter, up to four quarters per year, for childcare expenses, you must: <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	You may schedule 2 adult dental cleanings per calendar year with an in-network dental provider. To find a dental provider: <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) For additional information, 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.

Benefit	Age limit	Benefit details	How do I get the benefit?
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.
Financial Literacy Coaching	16+	Up to 6 life coaching sessions for money management and budgeting	To enroll, call 800-955-0783 (TTY: 711) .
Healthy Food Produce Box	All	<p>Poor nutrition can worsen existing health conditions and slow recovery, while a healthy diet can prevent and manage disease. If you are living with or at risk of living with chronic conditions, we offer up to four produce boxes containing nutritious food that meets medical dietary guidelines, and educational materials that include recipes tailored to your condition.</p> <p>To be eligible for this benefit, you must have a qualifying chronic condition, be able to prepare your own meals, and actively participate in Care Management.</p>	For additional information 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.
Home-Based Asthma Interventions	All	<p>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.</p> <p>Care Manager approval required.</p>	Call your Care Manager or Member Services at 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.

Benefit	Age limit	Benefit details	How do I get the benefit?
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>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?
Housing Assistance	18+	<p>Our comprehensive Housing Assistance benefit aims to promote stable housing and reduce related disparities by offering members up to \$500 annually for housing-related expenses such as rent, utility payments, and moving expenses. The benefit can be used towards:</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>Call your care manager or Member Services at 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>
Sports Physical	6-18	One sports physical per year	<p>Schedule an appointment with an in-network provider. You have no out-of-pocket costs. Humana Healthy Horizons in Ohio will reimburse the provider, once the provider submits a claim for the sports physical.</p>
Convertible Car Seat or Portable Crib	Pregnant female members	<p>To support safe practices for our expectant mothers, members who actively participate in our HumanaBeginnings Care Management program (complete a comprehensive assessment and at least 1 follow-up call with a HumanaBeginnings Care Manager), can select 1 convertible car seat or portable crib per infant, per pregnancy. We deliver these items with educational content on proper use and installation.</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, 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 Medical Transportation Management. Please call Medical Transportation Management 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 Medical Transportation Management 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. 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 or residential or inpatient BH facility (inquire with 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 Medical Transportation Management. Please call Medical Transportation Management 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 Medical Transportation Management 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 for members 18 and older.</p>	To enroll, call 800-955-0783 (TTY: 711) .
Weight Management Coaching	12+	<p>Weight Management Coaching delivers weight management intervention for members 12 and older.</p> <p>The member can complete 6 Weight Management Coaching sessions with a health coach; about 1 call per month for a period of 6 months.</p>	To enroll, call 800-955-0783 (TTY: 711) .
Youth Development and Recreation	4-18	<p>Members can receive reimbursement of up to \$250 annually for participation in activities such as:</p> <ul style="list-style-type: none"> • YMCA • Swim lessons • Computer coding classes • Music lessons 	For additional information call Member Services at 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.

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 year
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 18 and older.	\$30 in rewards per year
Diabetic Retinal Eye Exam	Get a retinal eye exam. Available to diabetic members 18 and older.	\$25 in rewards per year
Digital Onboarding	Download the Go365 for Humana Healthy Horizons app and update communication preferences. Available to all members.	\$5 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 year
Health Risk Assessment (HRA)	Must complete within 90 days of enrollment of Humana Healthy Horizons. 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 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 year
Human Papillomavirus Vaccine (HPV)	Must complete both doses to receive reward. Available to members ages 9-13.	\$30 in rewards per lifetime
Postpartum Visit	Complete one postpartum visit within seven to 84 days after delivery. Available to female members.	\$50 in rewards per pregnancy
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

Activity	Reward criteria	Reward amount
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 completing enrollment • \$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-Child Visits (0-15 months)	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 Visits (16-30 months)	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 for Humana Healthy Horizons app. Make sure to choose the one that says Humana Healthy Horizons in the name.¹
- Add eligible minors to your account.²
- View and redeem 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** or call **888-225-4669 (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 a MyHumana account should register using their adult member/caregiver account credentials. After signing in, follow the prompts to add minor(s) to your account. Once approved, you can access all account information under the same login credentials.

When registering, enter the minor's information exactly as shown on Humana records, including the minor's Member ID and demographic details (name, date of birth, address, etc.).

Where applicable, upload documents that verify your relationship to the minor. The app will prompt you for required documents and accepted file types.

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.

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. 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.

To help you understand this notice, language assistance, interpretation services, and auxiliary aids and services are available at no cost to you. Services include, but are not limited to: oral translation, written translation and auxiliary aids. You can request these by calling **877-856-5702 (TTY: 711)**, Monday through Friday, 7 a.m. to 8 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.

Українська (Ukrainian): Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

नेपाली (Nepali): निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गर्नका लागि माथिको नम्बरमा फोन गर्नुहोस्।

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

Soomaali (Somali): Wac lambarka kore si aad u hesho adeegyada caawimaada luuqada oo bilaash ah.

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

Kiswahili (Swahili): Piga simu kwa nambari iliyo hapo juu ili upate huduma za usaidizi wa lugha bila malipo.

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

Kinyarwanda (Burundi): Hamagara numero yatanzwe haruguru kugira ngo uhabwe serivisi z'ubufasha bw'indimi ku buntu.

O'zbekcha (Uzbek): Til yuzasidan bepul yordam olish uchun yuqoridagi raqamga qo'ng'iroq qiling.

پښتو (Pashtu): د وړيا ژبې ملاتړ ترلاسه کولو لپاره پورته شميرې ته زنگ ووهئ.

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

ትግርኛ (Tigrinya):- ነፃ ናይ ቋንቋ ሓገዝ ኣገልግሎት ንምርካብ በዚ ኣብ ላዕሊ ዘሎ ቁፅሪ ይደውሉ።

دری (Dari): برای دریافت خدمات رایگان کمک زبانی با شماره بالا تماس بگیرید.

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

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

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