

On the Horizon

October 2021



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Welcome to the first issue of On the Horizon, a newsletter we send members during the year. We hope you find the information we include helpful and informative. While we mailed this issue to you, we intend to make future issues only available via our website [Humana.com/SouthCarolinaOntheHorizon](https://www.humana.com/SouthCarolinaOntheHorizon). Don't worry – no subscription necessary. We will alert you via text message and e-mail (if you opted in for this type of communication) that a new issue is available.

Make sure we have your current phone number and email address on file. If you have to update your information, call Member Services at **1-866-432-0001 (TTY: 711)**, Monday – Friday, from 8 a.m. – 8 p.m., Eastern time. We also will archive each issue online. Thank you for being a Humana Healthy Horizons in South Carolina member and for letting us partner with you on your health and well-being journey.



More healthy days are on the horizon

A horizon is where the earth meets the sky, and Humana Healthy Horizons is where we meet you and provide you with the care and support you need – so you have more time to focus on what you love.

We have easy ways for you to find a doctor or a specialist. We can send your medicines to your home, so you don't have to go to a pharmacy. And along with your medical care, you get:

- ✓ Access to a rewards program to help you stay healthy
- ✓ Behavioral health benefits
- ✓ Dental, hearing, prescription, and vision coverage
- ✓ Digital tools to help you manage your health care
- ✓ Resources and support to help you with any stress or anxiety you have

When you know there's a light in the distance but you can't quite reach it, extra care may be a big help. Your Humana Healthy Horizons plan can help you focus on the big picture and all your healthy days ahead.

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Humana Healthy Horizons in South Carolina is a Medicaid Product of Humana Benefit Plan of South Carolina, Inc.

Participate in healthy activities and earn rewards

As a Humana Healthy Horizons in South Carolina member, you can enroll in Go365 for Humana Healthy Horizons™ and earn rewards for participating in health activities.

To earn rewards, you must:

- Download the Go365 for Humana Healthy Horizons App from iTunes/Apple Shop or Google Play on a mobile device
- Create an account to access and engage in the program
 - Members 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.
 - Members who are 18 and older can register to create a Go365 account. You must have your Medicaid Member ID.

If you have a [MyHumana](#) account, you can use the same login information to access Go365 for Humana Healthy Horizons, after you download the app.

For each eligible Go365® activity completed, you 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.

Call Go365® at **1-888-225-4669 (TTY: 711)** to learn more.

You can qualify to earn rewards by enrolling in Go365 for Humana Healthy Horizons and then completing one or more healthy activities:

Healthy Activity	Reward
Health Risk Assessment	\$10 in rewards (1 per lifetime) for members who complete a HRA within 90 days of enrollment with Humana Healthy Horizons in South Carolina
Breast Cancer Screening	\$10 in rewards (1 every two years) for female members ages 50 to 64 who receive a mammogram
Child Wellness Visit	\$10 in rewards for members ages 2 and older who receive 1 yearly wellness visit
Cervical Cancer Screening	\$10 in rewards (1 every three years) for female members ages 21 and older who have a cervical cancer screening (pap smear)
Diabetic Retinal Exam	\$10 in rewards (1 per year) for members with diabetes ages 18 and older who receive a retinal eye exam

Healthy Activity	Reward
Diabetic Screening	\$10 in rewards (1 per year) for members with diabetes ages 18 and older who complete an annual screening with their primary care provider for HbA1c and blood pressure
Flu Vaccine	\$10 in rewards for members who receive a yearly flu vaccine from their provider, pharmacy, or other source (proof may be required, if source other than provider or pharmacy administers the flu vaccine)
Moms First Participation	\$10 in rewards (1 per pregnancy) for enrolling in our Moms First Program and completing one call with a Care Manager
Postpartum Visit	\$10 in rewards (1 per pregnancy) for members who receive 1 postpartum visit between seven and 84 days after delivery
Prenatal Visits	\$10 in rewards (1 per pregnancy) for members who receive 1 prenatal visit within the first trimester of pregnancy OR 1 prenatal visit within first 42 days of enrollment with Humana Healthy Horizons in South Carolina
<u>Tobacco Cessation</u>	\$10 in rewards for members ages 12 and older who complete the first of two calls within 45 days of enrollment in the tobacco-cessation program, and an additional \$10 in rewards for members ages 12 and older who complete the full program and have a final well-being check-up
Well-Child Visit	\$10 in rewards for members ages 0 to 15 months old who complete 1 well-child visit
Weight Management	\$10 in rewards for members ages 12 and older who complete an initial well-being check-up, and an additional \$10 in rewards for members who complete coaching and have a final well-being check-up

Note: If you do not have a mobile phone, call Safelink Health Solutions® at 1-877-631-2550 to learn how you can get a smartphone at no cost to you.

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 2021 plan year, we must get confirmation from your doctor by no later than March 15, 2022.

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 rewards.

Incentives and rewards cannot be used for gambling, alcohol, tobacco or drugs (except for over-the-counter prescriptions). Rewards may be limited to once per year, per activity. See activity description for details.

Using MyHumana

[MyHumana](#) is a secure portal where Humana Healthy Horizons™ in South Carolina members can:

- Find doctors and hospitals
- Review claims and benefits
- Set communication preferences
- Chat with a member of our Member Services team
- And more!



Creating and registering a MyHumana account

To create and register a [MyHumana](#) account:

- Go to the [MyHumana](#) registration webpage at [MyHumana.com](#)
- Choose Medicaid as member type
- Fill out member information (e.g., Member ID number, date of birth, ZIP code)
- Click “**continue**”
- Set up account information (e.g., enter email address, create a username and password, and choose a security question)
- Click “**submit**”

We will send a confirmation email to the email address you enter during the account set-up step. Once you get the email:

- Click the email to verify your email address, which completes the activation process

You also can use your [MyHumana](#) username and password with Go365 for Humana Healthy Horizons.



Accessing MyHumana

Our members can access [MyHumana](#) on the web by:

- Going to [Humana.com](#)
- Clicking the “**Sign In**” button
- Entering their username and password

Our members can access [MyHumana](#) after downloading the mobile app on a mobile device by:

- Opening the app on their mobile device
- Entering their [MyHumana](#) username and password
- Using one-touch sign-in

Once you have a [MyHumana](#) account, we encourage you to log in every week or two, even if you aren’t looking for specific information, because we:

- Send messages to our members through [MyHumana](#)



Well-child visits

Well-being visits (checkups) are key to keeping a child healthy. Be sure your child has a checkup at birth and when they are:

- 3-5 days old for newborns discharged in less than 48 hours after delivery
- 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- Once every year for ages 3 - 20

These visits help your child's doctor detect, diagnose, and treat health problems as early as possible. Children older than 24 months through age 21 can have an in-person or telehealth visit, if the doctor offers this service.

Well-being visits can include:

- Dental screenings
- Growth measurements
- Immunizations and vaccines
- Other important tests and services
- Physical exams
- Preventive and comprehensive services
- Referrals for diagnosis and treatment, if necessary
- Vision and hearing screenings

Remember to:

- Make and keep appointments with your child's doctor when your child is well, not just when your child is sick
- Talk to your child's doctor about any concerns you have
- Your child can earn **\$10 in rewards** through Go365 for Humana Healthy Horizons for having a well visit

Be sure to call your child's doctor to set up a visit. You can learn more at [Humana.com/SouthCarolinaKids](https://www.humana.com/SouthCarolinaKids).



Virtual care (telehealth) services

We know you can get sick or hurt without warning. Video doctor visits, also called telehealth visits, are a great way to see a doctor without leaving your home.

Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to access healthcare services remotely and manage your health care.

Consider, for example, the ways telehealth could help you if you have diabetes. You could do some or all of the following:

- Get email, text, or phone reminders when you need a flu shot, foot exam, or other preventive care
- Get a mobile retinal photo screening at your doctor's office rather than scheduling an appointment with a specialist
- Order testing supplies and medications online
- Use an app to estimate, based on your diet and exercise level, how much insulin you need
- Use an online patient portal to see your test results, schedule appointments, request prescription refills, or email your doctor
- Use a mobile phone or other device to upload food logs, medications, dosing, and blood sugar levels for review by a nurse who responds electronically
- Watch a video on carbohydrate counting, and download an app for it to your phone

The goals of telehealth, also called e-health or m-health (mobile health), include the following:

- Improve communication and coordination of care among members of a healthcare team and a patient
- Make healthcare accessible to people who live in rural or isolated communities
- Make services more readily available or convenient for people with limited mobility, time, or transportation options
- Provide access to medical specialists
- Provide support for self-management of health care
- Ask your doctor if he or she offers telehealth visits.



MDLIVE®

Can't see your regular doctor immediately? You can connect with board-certified doctors 24 hours a day, seven days a week, via virtual visits with MDLIVE®.

1. Go to **MDLIVE.com/HumanaMedicaid***, create an account, and connect with a doctor
2. MDLIVE® can provide treatment for a variety of healthcare needs, including cold and flu symptoms, medication adjustments, prescription refills, and skin conditions, without you having to see anyone in person.

Getting care from MDLIVE® is easy.

1. Go to **MDLIVE.com/HumanaMedicaid***, create an account, and connect with a doctor
2. Call **1-844-403-0556 (TTY: 711)**, 24 hours a day, seven days a week
3. Download the MDLIVE mobile app from the App Store® or Google Play®*

*Internet access required

All MDLIVE doctors® are board-certified and state-licensed, and are experts in having virtual visits with their patients.

Learn more about virtual care at Humana.com/SouthCarolinaVirtualCare.

Fraud, Waste, and Abuse

As part of our efforts to improve the healthcare system, we have an ongoing commitment to detecting, correcting, and preventing fraud, waste, and abuse.

What are fraud, waste, and abuse?

Fraud is generally defined as knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any healthcare benefit program or to obtain (by means of false or fraudulent pretenses, representations, or promises) any of the money or property owned by, or under the custody or control of, any healthcare benefit program. (18 U.S.C. § 1347)

Waste is overutilization of services or other practices that, directly or indirectly, result in unnecessary costs to the healthcare system, including the Medicaid and Medicare programs. It is not generally considered to be caused by criminally negligent actions, but by the misuse of resources.

Abuse is payment for items or services when there is no legal entitlement to that payment, and the individual or entity has not knowingly and/or intentionally misrepresented facts to obtain payment.



How to report fraud, waste, and abuse

If you suspect fraud, waste, or abuse in the healthcare system, you must report it to us and we'll investigate. Your actions may help improve the healthcare system and reduce costs for our members, customers, and third parties.

To report suspected fraud, waste, or abuse, you can contact us in one of these ways:

- **Phone:** 1-800-614-4126
- **Fax:** 1-920-339-3613
- **E-mail:** siureferrals@humana.com
- **Mail:** Humana, Special Investigation Unit, 1100 Employers Blvd., Green Bay, WI 54344
- **Ethics Help Line:** 1-877-5-THE-KEY (1-877-584-3539)
- **Ethics Help Line reporting website:** [Ethicshelpline.com](https://www.ethicshelpline.com), opens new window

You have the option for your report to remain anonymous.

The Special Investigations Unit (SIU) will:

- Treat all information it receives or discovers as confidential
- Discuss the results of investigations only with persons having a legitimate reason to receive the information (e.g., state and federal authorities, Humana corporate law department, market medical directors, or Humana senior management)

Visit [Humana.com/Legal/Fraud-Waste-and-Abuse](https://www.humana.com/Legal/Fraud-Waste-and-Abuse) to learn more about Fraud, Waste, and Abuse, and about Humana's commitment to addressing and preventing Fraud, Waste, and Abuse.

Call If You Need Us

If you have questions or need help reading or understanding this letter, call us at **1-866-432-0001** or **TTY**, call **711**. We are available Monday – Friday, from 8 a.m. to 8 p.m. Eastern time. We can help you at no cost to you. We can explain the letter in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Enrollee Handbook regarding your rights.

Discrimination is Against the Law.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. See our website for more information.

Humana Inc. and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Enrollee Services at **1-866-432-0001 (TTY: 711)**.

If you believe that Humana Inc. or its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 – 4618

1-866-432-0001 or if you use a **TTY**, call **711**.

You can file a grievance by mail or phone. If you need help filing a grievance, Member Services is available to help you.

You can also file a civil rights 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, SW

Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-432-0001 (TTY: 711)**.

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-432-0001 (TTY: 711)**.

繁體中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-432-0001 (TTY: 711)**。

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-866-432-0001 (TTY: 711)**.

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-432-0001 (TTY: 711)**번으로 전화해 주십시오.

Français (French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-432-0001 (ATS: 711)**.

Tagalog (Tagalog – Filipino) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-866-432-0001 (TTY: 711)**.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-432-0001 (телетайп: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-432-0001 (TTY: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-866-432-0001 (TTY: 711)**.

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-432-0001-1** (رقم هاتف الصم والبكم: **711**).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-866-432-0001 (TTY: 711)**.

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-866-432-0001 (TTY: 711)**まで、お電話にてご連絡ください。

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-866-432-0001 (телетайп: 711)**.

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-432-0001 (TTY: 711)** पर कॉल करें।

ខ្មែរ (Cambodian): ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយគឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-866-432-0001 (TTY: 711)**។