

# Download the Go365 for Humana Healthy Horizons app today

The Go365 for Humana Healthy Horizons® app is a great tool to help you earn rewards for keeping up with your personal well-being goals.

Available at no extra cost to you, Go365 for Humana Healthy Horizons encourages you to earn rewards for taking healthy actions and redeem for e-gift cards to brands you know and love.

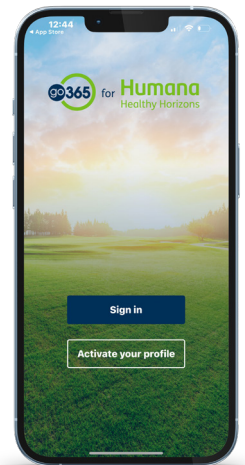
## Get started in 3 steps

1. **Download the app** from Google Play or the App Store.<sup>1</sup>



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](https://www.mychumana.com), you can use the same login information on the app. You'll earn \$20 in rewards!<sup>2</sup> 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.<sup>3</sup>



3. **Select an activity** to get started, and you are on your way!

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 Adults on the plan earn \$20 in rewards for downloading the app and completing registration.

3 Guardians (with or without Humana coverage) must register under their name to add their minor(s). 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.

# 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
<b>Annual Wellness Visit</b>	Complete an Annual Wellness Visit with a primary care provider (PCP). Available to members 3 years and older.	<b>\$25 in rewards</b> per year
<b>Be Active</b>	Complete 12 workouts in a quarter, including doing chair exercises, achieving a set number of steps, and attending a fitness class. Must self-report on the app to get rewarded. Available to members 19 and older.	<b>\$5 in rewards</b> per quarter, \$20 per year
<b>Behavioral Health Follow-Up Visit</b>	Have a follow-up visit within 7 days after hospital discharge for behavioral health diagnosis. Available to all members.	<b>\$50 in rewards</b> per quarter, \$200 yearly max
<b>Bone Density Screening</b>	Complete a bone density screening. Available to members 65 and older.	<b>\$20 in rewards</b> once every 2 years
<b>Breast Cancer Screening</b>	Get a mammogram. Available to female members 40 and older.	<b>\$25 in rewards</b> per year
<b>Cervical Cancer Screening</b>	Get a cervical cancer screening, also known as a Pap test. Available to members 21 and older.	<b>\$25 in rewards</b> per year
<b>Chlamydia Screening</b>	Get a Chlamydia Screening when sexually active or as recommended by your healthcare provider. Available to all female members.	<b>\$25 in rewards</b> per year
<b>Colorectal Cancer Screening</b>	Get a Colorectal Cancer Screening as recommended by your PCP. Available to members 45 and older.	<b>\$25 in rewards</b> per year
<b>COVID Vaccination</b>	Upload a photo of your completed vaccination card to the Go365 app within 90 days of vaccination. Available to members 6 months and older.	<b>\$20 in rewards</b> per year
<b>Diabetic Retinal Eye Exam</b>	Get a retinal eye exam. Available to members with a diabetes diagnosis 18 and older.	<b>\$25 in rewards</b> per year

Activity	Reward criteria	Reward amount
<b>Diabetic Screening</b>	Get an annual HbA1c and blood pressure screening with your PCP. Available to members with a diabetes diagnosis who are 21 and older.	<b>\$40 in rewards</b> per year
<b>Digital Onboarding</b>	Download the Go365 for Humana Healthy Horizons app and complete registration. Available to all members age 18 and older.	<b>\$20 in rewards</b> per lifetime
<b>Fall Prevention Video</b>	Watch the Fall Prevention Video in the Go365 app. Available to members 55 and older.	<b>\$10 in rewards</b> per year
<b>Flu Shot</b>	Get the flu vaccine. If received from a health provider other than a physician or at a pharmacy, upload photo proof for documentation in the Go365 app. Available to all members.	<b>\$20 in rewards</b> per year
<b>Get Involved</b>	Complete 4 social activities, including volunteering and other community engagement activities. Must self-report on the app to get rewarded. Available to members 19 and older.	<b>\$5 in rewards</b> per quarter, up to \$20 per year
<b>Haircuts for Kids</b>	Redeem this voucher through the Go365 app between March – April and July – September. Redeem by uploading a photo of your child’s school registration form, school ID or class schedule in the Go365 app. Available to members in grades K-12, ages 5 – 20.	<b>\$20 in rewards</b> per haircut, max \$40 per year
<b>High-Intensity Care of Substance Use Disorder</b>	Have a follow-up visit within 7 days after discharge from inpatient care, residential treatment or detoxification visit. Available to all members.	<b>\$50 in rewards</b> per quarter, \$200 yearly max
<b>Human Papillomavirus Vaccine (HPV)</b>	Must complete both doses to receive rewards. Available to members 9 to 13 years.	<b>\$50 in rewards</b> , per lifetime
<b>Level of Care Video</b>	Watch this video in the Go365 app about when to access the emergency room. Available to members 19 and older.	<b>\$10 in rewards</b> per year
<b>Medicaid Member Health Screening (MMHS)</b>	Must complete within 30 days of enrollment in Humana Healthy Horizons. The MMHS can be done in 1 of 4 ways: <ol style="list-style-type: none"> <li>1. Complete through the Go365 for Humana Healthy Horizons app, or</li> <li>2. Fill out and send back the MMHS in the envelope from your welcome kit, or</li> <li>3. Call <b>844-881-4482 (TTY: 711)</b>, Monday – Friday, 8 a.m. – 7 p.m., Eastern time, or</li> <li>4. Create a MyHumana account and complete and submit the MMHS online.</li> </ol> Available to all members.	<b>\$50 in rewards</b> per lifetime

Activity	Reward criteria	Reward amount
<b>Notification of Pregnancy (NOP)</b>	Let Humana know you are pregnant in the Go365 app. Available to pregnant female members. Members 13 and under must call to notify Humana.	<b>\$25 in rewards</b> per pregnancy, max \$50 per year
<b>Postpartum Visit</b>	Must complete 1 visit with your health provider within 7 to 84 days after delivery. Available to postpartum female members.	<b>\$25 in rewards</b> per pregnancy
<b>Prenatal Visit</b>	Complete up to 10 prenatal visits. Available to pregnant female members.	<b>\$10 in rewards</b> per visit, up to 10 visits, max \$100 per pregnancy
<b>Safe Sleep Education Video</b>	Complete the Safe Sleep education video in the Go365 app. Available to parents/guardians of members 0-2 years. Video may be watched on the minor's Go365 account.	<b>\$10 in rewards</b> per year
<b>Tobacco &amp; Vaping Cessation Coaching</b>	Work with a Wellness Coach over the phone to quit smoking or vaping. Members earn: <ul style="list-style-type: none"> <li>• \$25 for completing 2 calls within 45 days of enrolling in Coaching</li> <li>• \$25 for completing 6 more calls (8 total) within 12 months of enrolling in Coaching</li> </ul> Enroll by calling <b>855-852-9446 (TTY: 711)</b> . When prompted, select option one. Available to members 12 and older. Nicotine replacement therapy is available to members 21 and older.	<b>Up to \$50 in rewards</b> per year
<b>Transition of Care</b>	Complete a follow-up visit within 30 days of an inpatient, non-psychiatric discharge. Available to all members.	<b>\$25 in rewards</b> per quarter, \$100 yearly max
<b>Weight Management Coaching</b>	Work with a Wellness Coach over the phone to reach or keep a healthy weight. Members earn: <ul style="list-style-type: none"> <li>• \$15 for completing the enrollment process</li> <li>• \$15 for completing Coaching, six calls total, within 12 months of enrolling</li> </ul> To enroll, call <b>855-852-9446 (TTY: 711)</b> . When prompted, select option two. Available to all members 12 and older.	<b>Up to \$30 in rewards</b> per year

Activity	Reward criteria	Reward amount
<b>Well-Baby Visit</b>	Complete a wellness visit with a pediatrician. Available to members 0 to 15 months.	<b>\$10 in rewards</b> per visit up to 6 visits, max \$60 per year
<b>Well-Child Visit</b>	Complete a wellness visit with a pediatrician. Available to members 16 to 30 months.	<b>\$10 in rewards</b> per visit up to 2 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 rewardable 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.



[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 rewards for e-gift cards

Go to [humana.com/medicaid/virginia](https://www.humana.com/medicaid/virginia) or call **888-225-4669 (TTY: 711)** for more information about Go365 for Humana Healthy Horizons.

Humana Healthy Horizons in Virginia 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 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.

E-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.

# Notice of Availability - Auxiliary Aids and Services Notice

English: Free language, auxiliary aid, and alternate format services are available. Call **844-881-4482 (TTY: 711)**.

العربية [Arabic]: تتوفر خدمات اللغة والمساعدة الإضافية والتنسيق البديل مجانًا. اتصل على الرقم **844-881-4482 (الهاتف النصي: 711)**.

Հայերեն [Armenian]: Հասանելի են անվճար լեզվական, աջակցման և այլընտրանքային ձևաչափի ծառայություններ: Չանգահարե՛ք՝ **844-881-4482 (TTY: 711)**:

বাংলা [Bengali]: বিনামূল্যে ভাষা, আনুষঙ্গিক সহায়তা, এবং বিকল্প বিন্যাসে পরিষেবা উপলব্ধ। ফোন করুন **844-881-4482 (TTY: 711)** নম্বরে।

简体中文 [Simplified Chinese]: 我们可提供免费的语言、辅助设备以及其他格式版本服务。请致电 **844-881-4482 (听障专线: 711)**。

繁體中文 [Traditional Chinese]: 我們可提供免費的語言、輔助設備以及其他格式版本服務。請致電 **844-881-4482 (聽障專線: 711)**。

Kreyòl Ayisyen [Haitian Creole]: Lang gratis, èd oksilyè, ak lòt fòm sa sèvis disponib. Rele **844-881-4482 (TTY: 711)**.

Hrvatski [Croatian]: Dostupni su besplatni jezik, dodatna pomoć i usluge alternativnog formata. Nazovite **844-881-4482 (TTY: 711)**.

فارسی [Farsi]: خدمات زبان رایگان، کمک های اضافی و فرمت های جایگزین در دسترس است. با **844-881-4482 (TTY: 711)** تماس بگیرید.

Français [French]: Des services gratuits linguistiques, d'aide auxiliaire et de mise au format sont disponibles. Appeler le **844-881-4482 (TTY: 711)**.

Deutsch [German]: Es stehen kostenlose unterstützende Hilfs- und Sprachdienste sowie alternative Dokumentformate zur Verfügung. Telefon: **844-881-4482 (TTY: 711)**.

Ελληνικά [Greek]: Διατίθενται δωρεάν γλωσσικές υπηρεσίες, βοηθήματα και υπηρεσίες σε εναλλακτικές προσβάσιμες μορφές. Καλέστε στο **844-881-4482 (TTY: 711)**.

ગુજરાતી [Gujarati]: નિ:શુલ્ક ભાષા, સહાયક સહાય અને વૈકલ્પિક ફોર્મેટ સેવાઓ ઉપલબ્ધ છે. **844-881-4482 (TTY: 711)** પર કોલ કરો.

עברית [Hebrew]: שירותים אלה זמינים בחינם: שירותי תרגום, אביזרי עזר וטקסטים בפורמטים חלופיים. נא התקשר למספר **844-881-4482 (TTY: 711)**

हिन्दी [Hindi]: नि:शुल्क भाषा, सहायक मदद और वैकल्पिक प्रारूप सेवाएं उपलब्ध हैं। **844-881-4482 (TTY: 711)** पर कॉल करें।

Hmoob [Hmong]: Muaj kev pab txhais lus, pab kom hnov suab, thiab lwm tus qauv pab cuam. Hu **844-881-4482 (TTY: 711)**.

Italiano [Italian]: Sono disponibili servizi gratuiti di supporto linguistico, assistenza ausiliaria e formati alternativi. Chiama il numero **844-881-4482 (TTY: 711)**.

This notice is available at [Humana.com/VirginaDocuments](https://www.humana.com/VirginaDocuments).

日本語 [Japanese]: 言語支援サービス、補助支援サービス、代替形式サービスを無料でご利用いただけます。**844-881-4482 (TTY: 711)** までお電話ください。

ភាសាខ្មែរ [Khmer]: សេវាកម្មផ្នែកភាសា ជំនួយ និង សេវាកម្មជំនួយប្រុងប្រយ័ត្នសម្រាប់អ្នកមានការធានា។ ទូរសព្ទទៅលេខ **844-881-4482 (TTY: 711)**។

한국어 [Korean]: 무료 언어, 보조 지원 및 대체 형식 서비스를 이용하실 수 있습니다. **844-881-4482 (TTY: 711)** 번으로 문의하십시오.

ພາສາລາວ [Lao]: ມີການບໍລິການດ້ານພາສາ, ອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ຮູບແບບທາງເລືອກອື່ນໃຫ້ໃຊ້ພໍ. ໂທ **844-881-4482 (TTY: 711)**.

Diné [Navajo]: Saad t'áá jiik'eh, t'áadoole'é binahji' bee adahodoonííígíí diné bich'í' anídahazt'i'í, dóó łahgo át'éeego bee hada'dilyaaígíí bee bika'aanída'awo'í dahóló. Kohjí' hodíilnih **844-881-4482 (TTY: 711)**.

Polski [Polish]: Dostępne są bezpłatne usługi językowe, pomocnicze i alternatywne formaty. Zadzwoń pod numer **844-881-4482 (TTY: 711)**.

Português [Portuguese]: Estão disponíveis serviços gratuitos de ajuda linguística auxiliar e outros formatos alternativos. Ligue **844-881-4482 (TTY: 711)**.

ਪੰਜਾਬੀ [Punjabi]: ਮੁਫਤ ਭਾਸ਼ਾ, ਸਹਾਇਕ ਸਹਾਇਤਾ, ਅਤੇ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। **844-881-4482 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

Русский [Russian]: Предоставляются бесплатные услуги языковой поддержки, вспомогательные средства и материалы в альтернативных форматах. Звоните по номеру **844-881-4482 (TTY: 711)**.

Español [Spanish]: Los servicios gratuitos de asistencia lingüística, ayuda auxiliar y servicios en otro formato están disponibles. Llame al **844-881-4482 (TTY: 711)**.

Tagalog [Tagalog]: Magagamit ang mga libreng serbisyong pangwika, serbisyo o device na pantulong, at kapalit na format. Tumawag sa **844-881-4482 (TTY: 711)**.

தமிழ் [Tamil]: இலவச மொழி, துணை உதவி மற்றும் மாற்று வடிவ சேவைகள் உள்ளன. **844-881-4482 (TTY: 711)** ஐ அழைக்கவும்.

తెలుగు [Telugu]: ఉచిత భాష, సహాయక మద్దతు, మరియు ప్రత్యామ్నాయ ఫార్మాట్ సేవలు అందుబాటులో గలవు. **844-881-4482 (TTY: 711)** కి కాల్ చేయండి.

[Urdu]: اردو مفت زبان، معاون امداد، اور متبادل فارمیٹ کی خدمات دستیاب ہیں۔ کال **(TTY: 711) 844-881-4482**

Tiếng Việt [Vietnamese]: Có sẵn các dịch vụ miễn phí về ngôn ngữ, hỗ trợ bổ sung và định dạng thay thế. Hãy gọi **844-881-4482 (TTY: 711)**.

አማርኛ [Amharic]: ቋንቋ፣ አገዥ ማዳመጫ እና አማራጫ ቅርፀት ያላቸው አገልግሎቶችን ይገኛሉ። በ **844-881-4482 (TTY: 711)** ላይ ይደውሉ።

Bàsà [Bassa]: Wuḍu-xwíniín-mú-zà-zà kùà, Hwòdǒ-fóná-nyo, kè nyo-baŋn-po-kà bě bé nyuεε se wídí p'éè-p'éè dò ko. **844-881-4482 (TTY: 711)** dá.

Bekee [Igbo]: Asụsụ n'efu, enyemaka nkwarụ, na ọrụ usoro ndị ọzọ dị. Kpọọ **844-881-4482 (TTY: 711)**.

Òyìnbó [Yoruba]: Àwọ̀n isẹ̀ àtilẹ̀hìn irànlọ̀wọ̀ èdè, àtì ònà kíkà mírà̀n wà lárọ̀wọ̀tọ̀. Pe **844-881-4482 (TTY: 711)**.

नेपाली [Nepali]: भाषासम्बन्धी निःशुल्क, सहायक साधन र वैकल्पिक फार्मेट (ढाँचा/व्यवस्था) सेवाहरू उपलब्ध छन् । **844-881-4482 (TTY: 711)** मा कल गर्नुहोस् ।