

# Go365 for Humana Healthy Horizons

All of our members can participate in Go365 for Humana Healthy Horizons®, a wellness program that offers an opportunity to earn rewards for taking eligible healthy actions. Telling you what's healthy isn't enough. We want to help you get there. Making good choices rewarding is what human care is all about.

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. To participate in this program, members must:

- Download the Go365 for Humana Healthy Horizons app from iTunes/Apple Shop or Google Play on a mobile device

## Visit the App Store



or use the camera on a smartphone to scan the below QR code



## Visit Google Play



or use the camera on a smartphone to scan the below QR code



## Humana Healthy Horizons® in Louisiana

- 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, **and**
    - The person completing the registration process on behalf of a minor must have the minor's Medicaid Member ID
  - Members 18 and older:
    - Can register to create a Go365 account, **and**
    - Must have your Medicaid Member ID

If you have a **MyHumana** account, use the same login information to access Go365.

**For each eligible Go365 activity completed:**

- 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

**Learn more:**

- Call Go365 for Humana Healthy Horizons at **1-888-225-4669 (TTY: 711)**
- Go to **[Humana.com/LouisianaGo365](https://www.humana.com/LouisianaGo365)**

## Healthy activity reward chart

Go365 Healthy Activity	Age	Reward	Earning the reward
Health Needs Assessment (HNA)	All	\$30 in rewards	<ul style="list-style-type: none"> <li>• Complete your health needs assessment (HNA) within 90 days of enrollment with Humana Healthy Horizons</li> </ul> <p>You can complete your HNA in 1 of 4 ways:</p> <ul style="list-style-type: none"> <li>• Through the Go365 for Humana Healthy Horizons app, <b>or</b></li> <li>• By filling out and sending HNA back to us in the envelope you got in your welcome kit, <b>or</b></li> <li>• By calling <b>1-877-883-8533 (TTY: 711)</b>, Monday – Friday, 7 a.m. – 7 p.m. <b>or</b></li> <li>• By creating a <b>MyHumana</b> account and completing and submitting the HNA online (available via desktop only)</li> </ul> <p>Your rewards will be available in your Go365 account:</p> <ul style="list-style-type: none"> <li>• Once we receive your completed HNA <b>and</b></li> <li>• Verify you sent it within the first 90 days of enrollment</li> </ul>

**Humana** Healthy Horizons® in Louisiana

<b>Go365 Healthy Activity</b>	<b>Age</b>	<b>Reward</b>	<b>Earning the reward</b>
<b>Breast cancer screening</b>	40+	<b>\$25 in rewards</b>	<ul style="list-style-type: none"> <li>• Get a mammogram</li> </ul> <p>Your rewards will be available in your Go365 account once we learn that you received a mammogram</p>
<b>Cervical cancer screening</b>	21+	<b>\$25 in rewards</b>	<ul style="list-style-type: none"> <li>• Have a cervical cancer screening (pap smear)</li> </ul> <p>Your rewards will be available in your Go365 account once we learn that you received a cervical cancer screening</p>
<b>Colorectal cancer screening</b>	45+	<b>\$25 in rewards</b>	<ul style="list-style-type: none"> <li>• Obtain a colorectal cancer screening as recommended by your primary care physician (PCP)</li> </ul> <p>Your rewards will be available in your Go365 account once we learn that you received a colorectal cancer screening</p>

Go365 Healthy Activity	Age	Reward	Earning the reward
<b>COVID-19 vaccine</b>	6 months and older	<b>\$20 in rewards</b>	<ul style="list-style-type: none"> <li>• Get a COVID-19 vaccine (either 2 doses of the Moderna or Pfizer vaccines, or 1 dose of the Johnson &amp; Johnson vaccine)</li> <li>• Upload a photo to Go365 of your completed vaccination card within 90 days of completing the vaccination</li> </ul> <p>Members who are vaccinated prior to enrollment in Humana Healthy Horizons in Louisiana:</p> <ul style="list-style-type: none"> <li>• Still can earn this reward</li> <li>• Must upload proof of vaccination to your Go365 for Humana Healthy Horizons account within 90 days of enrollment</li> </ul> <p>Your rewards will be available in your Go365 account once we receive the uploaded photo of your completed vaccination card</p>
<b>Diabetic retinal exam</b>	18+	<b>\$25 in rewards</b>	<ul style="list-style-type: none"> <li>• Have a retinal eye exam</li> </ul> <p>Your rewards will be available in your Go365 account once we learn that you received a diabetic retinal exam</p>
<b>Diabetic screening</b>	18+	<b>\$50 in rewards</b>	<ul style="list-style-type: none"> <li>• Complete an annual screening with your PCP for HbA1c and blood pressure</li> </ul> <p>Your rewards will be available in your Go365 account once we learn that you received a diabetic screening</p>

Go365 Healthy Activity	Age	Reward	Earning the reward
Flu vaccine	All	\$20 in rewards	<ul style="list-style-type: none"> <li>• Receive a yearly flu vaccine</li> <li>• Upload a photo of documentation you receive after getting the flu vaccine (if you get the flu vaccine from someone other than a physician or at a pharmacy)</li> </ul> <p>Your rewards will be available in your Go365 account once we learn that you received a flu vaccine</p>
Postpartum visit	All postpartum females	\$25 in rewards	<ul style="list-style-type: none"> <li>• Receive 1 postpartum visit within 7 and 84 days after delivery</li> <li>• Your rewards will be available in your Go365 account:</li> <li>• Once we learn that you had a postpartum visit, <b>and</b></li> <li>• Verify that it took place within 7 and 84 days after delivery</li> </ul>
Prenatal visit	All pregnant females	\$25 in rewards	<ul style="list-style-type: none"> <li>• Complete 1 prenatal visit within first trimester of pregnancy or within 42 days of enrollment in Humana Healthy Horizons</li> </ul> <p>Your rewards will be available in your Go365 account after learning of the prenatal visit</p>

Go365 Healthy Activity	Age	Reward	Earning the reward
Tobacco cessation program	12+	Up to \$50 in rewards	<ul style="list-style-type: none"> <li>• Complete two calls within 45 days of enrollment in the tobacco-cessation program (qualifies you for <b>\$25 in rewards</b>)</li> <li>• Complete the full program (a total of up to 8 calls) within 12 months of the first call (qualifies you for <b>\$25 in rewards</b>)</li> </ul> <p>Members who are 18 and older are eligible for nicotine replacement therapy upon request</p> <p>Your rewards will be available in your Go365 account once we verify you completed the required number of calls</p>
Weight management program	12+	Up to \$50 in rewards	<ul style="list-style-type: none"> <li>• Enroll in the weight management program and complete an initial well-being checkup with your PCP (qualifies you for <b>\$30 in rewards</b> once we receive the form from your PCP)</li> <li>• Complete the full program (a total of up to 6 calls within 12 months of first coaching session) (qualifies you for <b>\$20 in rewards</b>)</li> </ul> <p>Your rewards will be available in your Go365 account once we verify you completed the required number of calls</p>

Go365 Healthy Activity	Age	Reward	Earning the reward
Well-child visit	0-15 months	Up to <b>\$120 in rewards</b>	<ul style="list-style-type: none"> <li>Complete 6 well-child visits (<b>\$20 in rewards</b> per well-child visit)</li> </ul> Your rewards will be available in your Go365 account once we learn that you had a well-child visit
	16-30 months	Up to <b>\$30 in rewards</b>	<ul style="list-style-type: none"> <li>Complete 2 well-child visits (<b>\$15 in rewards</b> per well-child visit)</li> </ul> Your rewards will be available in your Go365 account once we learn that you had a well-child visit
	Ages 3-20	<b>\$25 in rewards</b>	<ul style="list-style-type: none"> <li>Complete 1 annual wellness visit with PCP</li> </ul> Your rewards will be available in your Go365 account once we learn that you had a wellness visit

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 2023 plan year – January 1, 2023 through December 31, 2023 plan year, we must get confirmation from your doctor by no later than March 15, 2024.

Go365 for Humana Healthy Horizons is available to all members who meet the requirements of the program. Rewards are not used to direct the member 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 Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31, 2023), members 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 description for details.



## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **1-800-448-3810 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 p.m. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **1-800-448-3810** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the  
**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

### Auxiliary aids and services, free of charge, are available to you. **1-800-448-3810 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Benefit Plan of Louisiana, Inc.**

## Language assistance services, free of charge, are available to you. **1-800-448-3810 (TTY: 711)**

**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.

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

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

**繁體中文 (Chinese):** 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

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

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

**Português (Portuguese):** Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

**ພາສາລາວ (Lao):** ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາຟຣີ.

**日本語 (Japanese):** 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

**اُردو (Urdu):** مفت لسانی اعانت کی خدمات موصول کرنے کے لیے درج بالا نمبر پر کال کریں۔

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**فارسی (Farsi):** برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

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

**ภาษาไทย (Thai):** โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี