

WELCOME



ONLINE BENEFITS ADMINISTRATION GUIDE



**For Go365 standalone
groups only**

WELCOME TO ONLINE BENEFITS ADMINISTRATION FOR Go365



Online administration of your company's benefits will enable you to put the internet to work and allow you to manage changes more quickly and efficiently.

If you hire someone and benefits go into effect immediately, you can add them as a new hire today and they will be enrolled within 5–7 days.

Imagine the time you will save at the end of the month when you're reconciling your bill. You won't have to track odd credits and debits for several months.

One person will register as the Primary Access Administrator for the employer portal and that person can assign rights to additional users for specific sections of the website.

Let's get started!

Have available:

- Group number
- Organization's ZIP code

Register your group online at **Humana.com**.

See more registration information on page 5.

If you need any assistance, please call Humana Business Web Support at **1-888-666-5733**, option 3.

WELCOME



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CONTACT US

		WHO CONTACTS	HOW WE CAN HELP
Humana Business Web Support	1-888-666-5733 8 a.m. – 7 p.m. Eastern time	Benefits administrator	-Help with registration -Online enrollment -Web functionality issues
Go365 questions	1-888-443-7942 community.Go365.com	Employee	-Reset passwords -Navigation through Go365 -Device troubleshooting -General program questions



The secured employer's section of **Humana.com** is called the "Employer Self-Service Center." It makes administering your Go365 plan easier. Once registered on our website, access is granted for the following resources:

WHAT'S NEW?	Find out about the latest enhancements to the Employer Self-Service Center
Communication center	Exchange private, secure email with Humana
Enrollment maintenance	Complete many of your daily enrollment maintenance tasks, including adding new employees, changing coverage and terminating an employee's benefits
Administrative guides and tools	Explore features that can simplify plan administration such as links to eligibility information
Search tools	Use employer search tools and get answers to frequently asked questions
Reporting	Create, view and print a variety of online reports, including an employee roster and eligibility reports
Website security administration	Grant web access rights to qualified personnel and maintain web security information for individuals or for your entire organization

PRIMARY ACCESS ADMINISTRATOR (PAA)

The PAA is the point of contact for web access for the organization. This person performs day-to-day functions and can assign access for others in the organization.

The PAA will sign in to the Employer Self-Service Center to register new users and perform administrative tasks. An unlimited number of users can be added.

Have this information available before you register at Humana.com.

- Group number
- Organization's ZIP code

If you have questions or need help, please call **1-888-666-5733**, option 3.



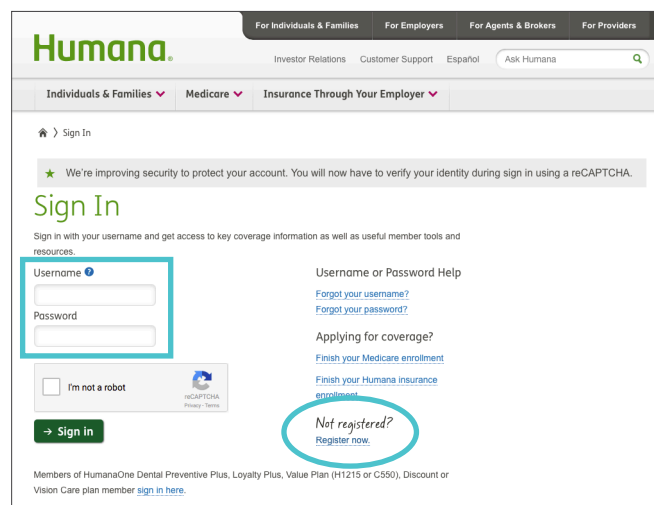
All users will register at **Humana.com**.

Begin by clicking the **Sign in** link in the top right corner.



You will enter your **username** and **password**.

If not already registered, select **Register now**.





Select registration type of **Employer** then click the green **Get Started** button.



Registration

Start here to register for access.

Already registered? [Sign in](#)

Not a member? [Sign in to Go365](#)

New Go365™ by Humana member? [Sign in to Go365](#)

Select your registration type

- Member
- Provider
- Dentist
- Pharmacist
- Employer**
- Agent/broker or agency

It's Easy

Registering your company takes just a couple minutes and a few easy steps.

What you'll need:

- Your group number
- Your company ZIP code
- Your company TAX ID

What you'll do:

- Enter and validate your company's group information
- Set up your username, password and security question
- Complete the online agreements

HumanaOne Dental Preventive Plus, Loyalty Plus, Value Plan(h1214 or C550), Discount, Vision Care Plan, or Humana Vision only members [register here](#).

→ Get Started

Step 1: Validate Group Information. This information can be obtained from the plan documents or your Humana licensed sales agent. Click **Next**.

Step 1: Validate Group Information

Enter Group Information

Your group information is in the letter you received from Humana. Required *

* Group Number

* Zip Code

No hyphens or spaces, ex: 123456789

* Tax ID

← Back **→ Next**

[Cancel](#)

Review and confirm group information. If this information is not correct, you can reach out to Humana Business Web Support at **1-888-666-5733**, option 3.

Step 1: Validate Group Information

Review and Confirm Group Information

If any of this information is incorrect or outdated, please call 1-888-666-5733.

Employer Name	Demo Group
Address	123 Easy St
Contact Name	Sarah Fehribach

* ☒ I certify I am the person listed above.

← Back **→ Next**

[Cancel](#)



Step 2: Read and agree to the Online Services Agreement and Web Confidentiality Agreement.

The person in agreement must be legally authorized to sign contracts on behalf of the organization. You must scroll to the bottom and accept both agreements.

Each agreement includes a Print Agreement option which will open the printable version in a new tab. Close when finished and navigate back to the original tab to continue registration.

Step 3: Create username and password. This will be the sign-in profile for the PAA only. The PAA will create secondary users and provide each with an individual username.

For more information on the formatting requirements for a field, you can click the **blue** question mark next to that field.

Step 2: Confirm Agreements

Please confirm your agreement with our online service and confidentiality privacy agreements.



By accepting these agreements, you are providing your legal signature. To proceed, you must be legally authorized to sign contracts on behalf of your organization.

Online services agreement

2.9 No Retroactive Upgrade

- Upgrades in benefits tied to a HumanaVitality Status are effective on the date of upgrade to that Status.
- A member's HumanaVitality Status cannot be retroactively upgraded.
- Benefits correspond to a member's HumanaVitality Status at the time of redemption, without any retrospective adjustment for subsequent HumanaVitality Status upgrade.

2.10 Tax Information

HumanaVitality does not provide tax reporting to the Internal Revenue Service, other agencies, or members. It is the responsibility of the member to determine tax responsibilities, if any, for rewards, rebates or other benefits received under HumanaVitality.

☒ I have read and accept the online services agreement

[Print agreement](#)

Web confidentiality agreement

Web confidentiality agreement

THIS CONFIDENTIALITY AGREEMENT is entered into by and between HUMANA INC. ("Humana") and you in your role as a healthplan member or as an administrator of your Organization ("Organization" means a Provider, Provider group, Employer, Employer Group, Agent, Broker, Agency and Brokerage firm or Business Associate.) Humana and You are sometimes hereinafter referred to individually as the "Party" or collectively as the "Parties".

WHEREAS, the Parties hereto desire to enter into a confidentiality arrangement whereby parties shall share information;

WHEREAS, the Parties acknowledge that any information or data, whether printed, written, oral or electronically stored or reproduced and whether provided in response to specific inquiry or voluntarily provided, including but not limited to the identity of Humana's customers, Humana's methods of doing business, and financial information regarding Humana's customer contracts, both detailed information and the basic nature of the

☐ I have read and accept the web confidentiality agreement.

[Print agreement](#)

Step 3: Create username and password

Please create a username and password to use when you sign in to Employer Self-Service

Required *

* Username

* Password

* Re-type password

* E-mail address

Required *

* Username

[Close](#)

Choosing a username

Also known as user ID. The username you select should be a combination of letters and numbers, between 6 and 15 characters long, and should not contain any special characters or spaces.



Once all fields are completed, click **Submit** to complete registration.

NOTE: The security answer must have at least four characters and contain no spaces.

Required *

* Username
sfhdemo2016DG

* Password

* Re-type password

* E-mail address
sfhdemo@demogrp.com

* Security question
What was the name of your first grade teacher?

* Answer to security question
Barbara

* Re-type answer to security question
Barbara

[< Back](#) [-> Submit](#) [Cancel](#)

Step 4: Registration confirmation.

Click **Go to dashboard** to enter the employer self-service portal. You also have the option to click on **Add user** to grant additional users access.

Your registration is confirmed.

Congratulations! You have successfully created a sign-in for Employer Self-Service. Select from the items below to use Employer Self-Service.

Go to my Employer Self-Service dashboard
[-> Go to dashboard](#)

Register another user to access this Employer Self-Service account
[-> Add user](#)

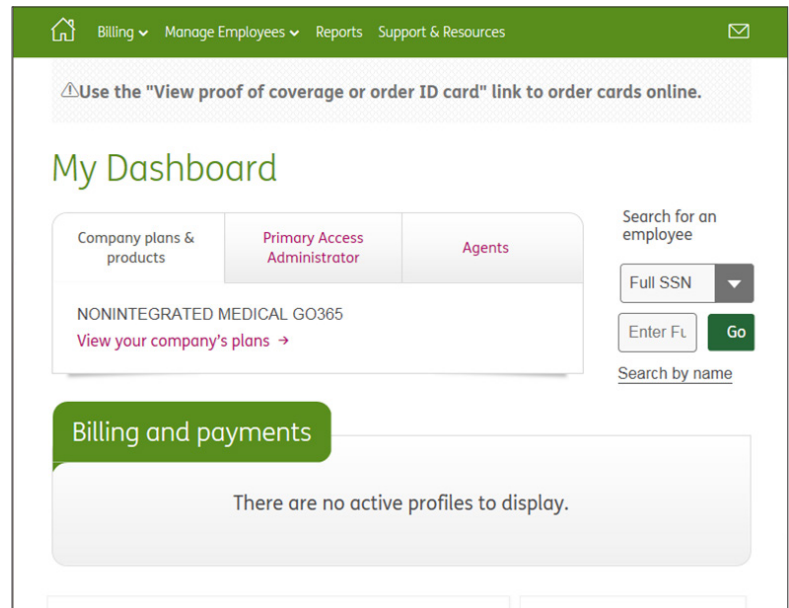
Add another group
To register an additional group please call the following numbers for assistance:

- Small Business (2-99 employees)
1-800-559-4107
- Large Business (100+ employees)
1-888-606-5733



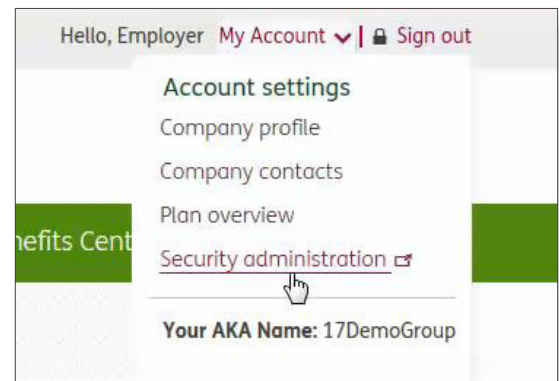
EMPLOYER SELF-SERVICE PORTAL

Home



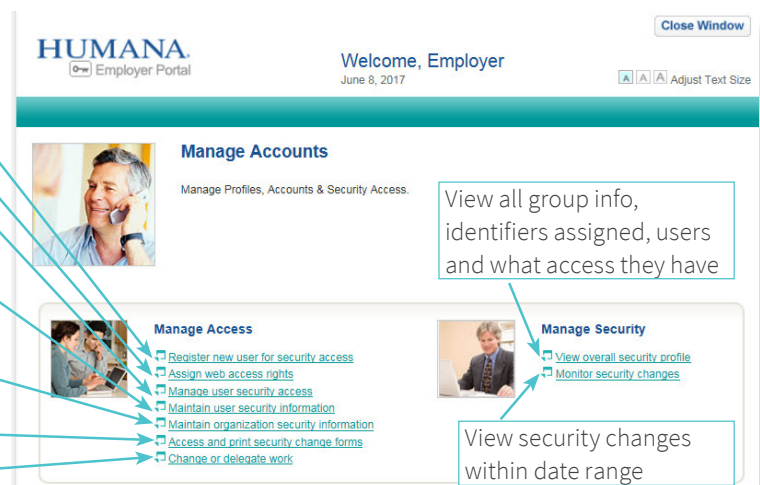
Adding additional users

If you select to add a new user from the registration confirmation, you will be taken to the **Manage Account** menu. You can access from the portal by clicking on **My Account** in the top right and selecting **Security Administration**.



The **Manage Account** menu is where you can add and manage user access.

- Adding new users
- Managing access to business functions
- Revoke or suspend user access
- Update user demographic information
Username/Password cannot be changed by access administrator
- Update group demographic information
This will update web only account
- PCA/PAA change forms
- No longer used



To add a new user, select

Register new user for security access:

- Create a **User ID** for the user and fill in their information
- The **AKA name** is a secondary identification for security purposes and needs to be different than the user ID
- For effective date, check the **Now** box, **End Date** can be left blank
- If the address is not populated by checking the copy address box, it will need to be typed in manually
- Once all fields are complete, click **Next**

Register new user for security access

★ Indicates Required Field

Register new users to perform business functions on behalf of your organization.

User ID: MarySmith123 ★ (6 to 15 alphanumeric characters)

AKA Name: msmith321 ★ (6 to 15 alphanumeric characters)

Effective Date: / / ★ ☒ Now

End Date: / /

Work Title: Office Manager ★

First Name: Mary ★ **MI:** S

Last Name: Smith ★

Work Address

☐ Check here to copy organization address into the fields below

Address: 123 Easy St ★

City: Louisville ★

State: Kentucky ★

Zip: 40215 ★ **Zip+4:**

Telephone Number: 502 555 6666 ★ **Ext:**

Fax Number:

E-mail Address: msmith@demo.com x ★

Comments:

Confirmed: User Added

- It is recommended to print this page, take a screenshot or write down the user ID and password to provide to the user.
- **This is the ONLY time the temporary password is viewable;** the user will use the temporary password to sign in for the first time at **Humana.com**. They will immediately be prompted to change their password and set up a security question.
- Once user information is saved, click **Next**. An alert will pop up to ensure you have recorded the information. Click **Ok**.

Confirmed: User Added

Selected Organization Information:	
Rockford Public Schools 301 W. Main St. Louisville, KY 40202	
Controlling Authority: Dona Reed	

New User Information:	
User ID:	MarySmith1231
AKA Name:	msmith3212
Effective Date:	***Now***
End Date:	
Work Title:	Office Manager
Name:	Mary S Smith
Address:	123 Easy St Louisville, KY 40215
Telephone:	(502) 555-6666
Fax:	
Email:	msmith@demo.com
Comments:	

Record the Password and communicate it to the new user, along with the User ID and AKA Name. YOU WILL NOT HAVE ACCESS TO THE Password AGAIN.

User ID: MarySmith1231

Password: 16522805

AKA Name: msmith3212

Assign Web Access Rights:

- Click on the **Humana_Employer** folder with all of the business functions, or tools, the group has access to in the self-service portal. The **Primary Administrator** has access to all functions available to the group, so if the user should have the same access rights as the primary all boxes should be checked. This would make the user a **Secondary Administrator** with the ability to add and manage additional users. A secondary admin is not able to manage the access of the PAA or their own.
- The required functions for all users are **IDE Employer Portal** and **Commercial Group Default BF**. Access to each function can be further customized by expanding the box to assign only specific aspects. Checking the main box will assign all aspects for that function.
- Functions can be added or removed from a user at any time. If you have any questions about what functions are, or what a user might need, call **HB Web Support** for assistance.
- Once all business functions the user needs have been selected, click **Save**. An alert will pop up confirming changes, click **Ok** to confirm.

Assign Web Access Rights

Functions you would like this person to access. When the selections have been made, click "save."

Mary S Smith at Rockford Public Schools (Employer)

- ☒ **Humana_Employer**
 - ☐ A. Humana Employer Communications Center
 - ☐ B. Enrollment
 - ☐ Enrollment Center Overview
 - ☐ Enrollment Center Simulation
 - ☐ Enrollment Maintenance
 - ☐ Group Set Up
 - ☐ Print enrollment / change forms
 - ☐ Submit changes by e-mail
 - ☐ Tools for employee assistance
 - ☐ Update Group Information
 - ☐ View Certificate/Benefit Plan Document
 - ☐ View Dental Group Administration Guide
 - ☐ View medical group administration guide
 - ☒ C. Billing
 - ☒ Commercial Group Default BF
 - ☐ CoverageDetailDocsViewer
 - ☐ E. Plan Details
 - ☐ EBC
 - ☐ F. Finders and Tools
 - ☐ G. Employee and Utilization Reports
 - ☐ Grp Medical Membership Snapshot
 - ☐ H. Additional Benefit Reports
 - ☐ I. Wellness
 - ☒ IDE Employer Portal
 - ☐ J. Manage Account
 - ☐ K. EPICC
 - ☐ View Dental Proof Of Coverage
 - ☐ View Member ID Card

cancel back save delete help

Assign Data to Business Function:

- This final step is only for billing users
- Assign billing profiles, check the **Check/Uncheck here box**
- To assign only certain profiles, expand the box and check profiles the user will need access to

Assign Data to Business Functions

Sally Smith at Rockford Public Schools (Employer)

- ☒ C. Billing
 - ☒ Billing Access-REQUIRED FOR LINKS BELOW
 - ☒ Check/Uncheck here to select/unselect all Access Identifiers.
 - ☒ (BP) 612273001
 - ☒ (BP) 707254001 (Billing Profile)
 - ☒ (EM) 1000
 - ☒ (EM) 612273
 - ☒ (EM) 707254
 - ☒ (MB) NA

cancel save help

Once all profiles are selected, click **Save**. An alert will pop up confirming changes, click **Ok**. The user has been added, you can provide them their user ID and password.

Access Profile Changed

The access profile has been updated.

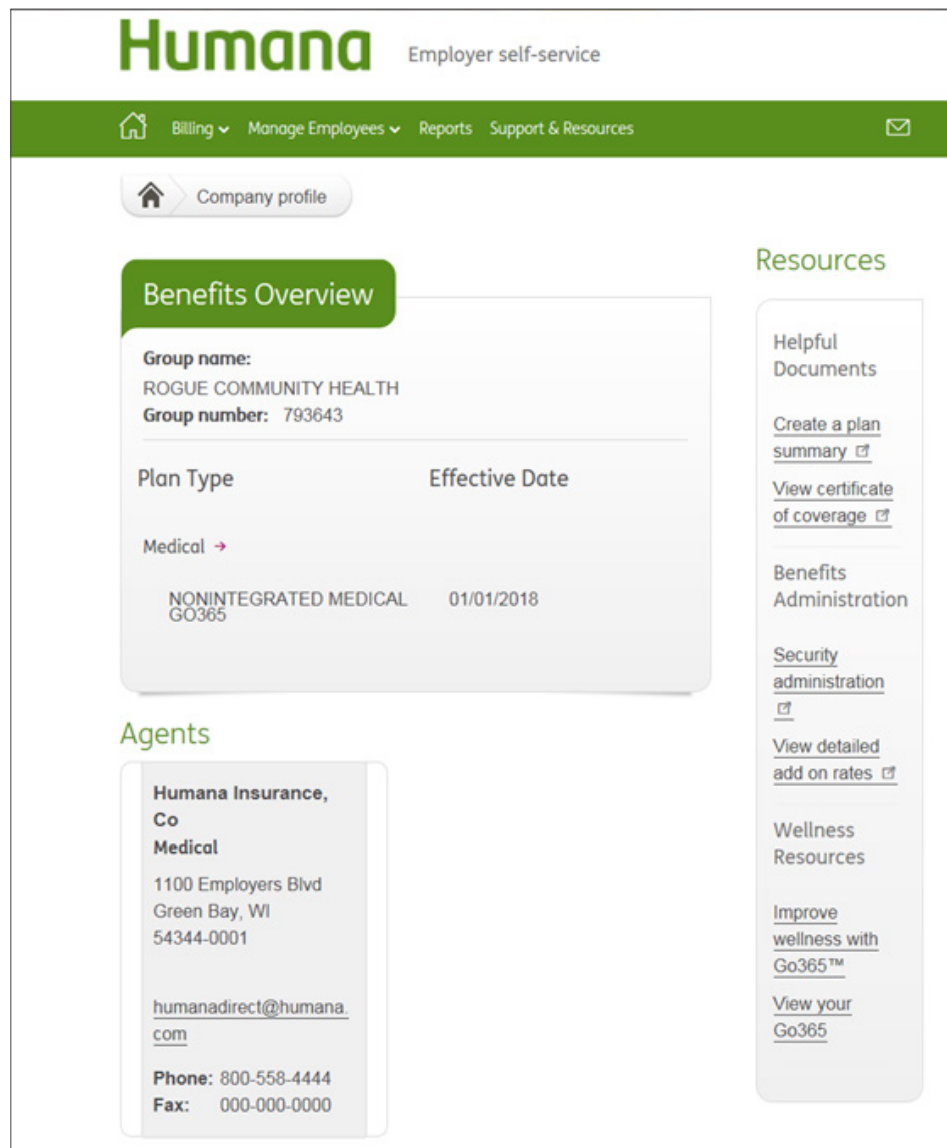
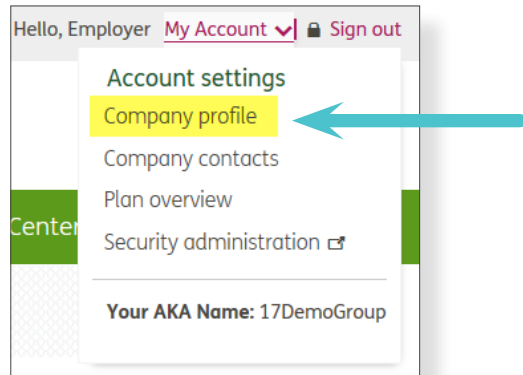
[Add Another User to this Organization](#)

Ok

MY ACCOUNT

My Account, located in the top right corner of the employer portal, is where you can get plan information, view company contacts, manage web users and more.

Company profile



Billing

Timely eligibility changes are the responsibility of the employer, so our suggested best practice is to submit changes as they occur.

Online submissions are typically processed within 5–7 days, so any changes will most likely be reflected on the next statement.

Invoices are sent monthly via secure email (**noreply@secureemail.com**) to the Benefit Administrator and/or Billing Contact.





MANAGE EMPLOYEES

The **Manage Employees** tab has all the tools needed to manage your membership.

The screenshot displays the Humana Employer self-service portal. At the top, it says "ROGUE COMMUNITY HEALTH" and "Hello, [user] My Account Sign out". The main header features the "Humana" logo and "Employer self-service". A navigation bar includes "Billing", "Manage Employees" (selected), "Reports", and "Support & Resources". A dropdown menu for "Manage Employees" lists options: "Use the 'View coverage'", "Save when", "View coverage", "Search employees", "ID card center", "View proof of coverage or order ID card", "Update coverage", "Add an employee", "Modify an employee", "Terminate an employee", and "Enrollment Processing Center". Below this, there's a "My Dashboard" section with "Company plans & products" (showing "NONINTEGRATED MEDICAL GO365" and a link to "View your company's plans"), "Primary Access Administrator", and "Agents". A search bar for employees is also present, with fields for "Full SSN" and "Enter Full S#", and a "Go" button. A "Search by name" link is below. At the bottom, a "Billing and payments" section shows "There are no active profiles to display."

Benefits

Common issues and how to resolve

- Once an employee's benefits are terminated, their information remains in the system for up to 18 months.
- Members can see their own information and usage by signing in to Go365. When entering their member ID, members do not need to add the suffix. For example, if the ID is 100000023-05, the -05 isn't necessary to sign in.
- Only one enrollment event can be submitted per member per 24 hour period.
- Enrollment sign date must be within 30 days of requested effective date and cannot be submitted more than 30 days prior to, or 60 days past, requested effective date.

Enrollment terms

Subscriber: Member or participant directly eligible for employee benefits due to employment

Dependent: Family or domestic partner eligible for employee benefits

Enrollment event: Enrollment change request submitted in Online Enrollment Center (HRBA)

HRBA: Human Resource Benefit Administration

Effective date: Date coverage changes go into effects

Search employees

Search employees will allow a search for active members by full or partial Social Security number.

Manage Employees ▾

ReportsSupport & ResourcesBenefits Center ▾

ew

View coverage

Search employees

S

ID card center ↗

View proof of coverage or order ID card ↗

ns

Update coverage

Add an employee ↗

Modify an employee ↗

Terminate an employee ↗

Enrollment Processing Center ↗

earch

Manage employees

Employee search

Search by full or last 4 digits of Social Security Number to view employee information, or [search by name or eligibility group](#) ↗

Search for an employee

Last four of SSN ▾

2222

→ Go

An employee's name may not be included in search results if the member:

1. has not been enrolled in a plan. *Or*
2. was enrolled within the past 72 hours.

Search results for "2603". All search results will open in a new window when clicked. ↗

Select a name to view employee information.

→ Add an employee

Name	Social Security Number
KURT	XXX-XX-2222

[ID card center](#) ↗

[View proof of coverage or order ID card](#) ↗



Manage employees

Click on the employee's name to open the subscriber summary page in the enrollment center.

Once enrollment center is open, navigate within the center to complete member changes.

Welcome: Employer Group3

Contact Us | FAQs | Glossary | Log Out

ADVANCED MICROWAVE PRODUCT

Home | Subscriber Maintenance | Reports

View Subscriber Summary | Add Subscriber | Terminate Subscriber | Modify Info/Coverage

Subscriber Summary

Subscriber name: Kurt J
Subscriber SSN:

To view held elections by a specific date, enter date: 8/31/2016 | Reload

This page will print as displayed. To print specific sections (e.g. Subscriber Information's, Dependents, etc) expand the details by clicking the + icon, or you may [expand all](#) or [collapse all](#) sections

Subscriber Information

Date of birth:	Male	Hire date:	8/12/2010
Gender:	Male	Work phone:	
Mailing Address:	5 E Patriot Blvd Reno, NV	Eligibility Group:	Advanced Microwave Product
Home:		Basic life class:	
E-mail:		Subscriber status:	Full Time Employee
Disability:	No	Occupation:	
Communication Disabled:	No	Work Location:	

Dependent(s)

Open Events

No open events exist for this subscriber.

Current Coverage as on 8/31/2016

Employee	Plan	Network	Coverage level	Effective Date	Pre-Tax
Kurt Endres	PPO Humana, ChoiceCare and Corphhealth NVDI0018	Humana, ChoiceCare and Corphhealth	Employee + Child(ren)	6/1/2015 -	No
Nathan Endres	PPO Humana, ChoiceCare and Corphhealth NVDI0018	Humana, ChoiceCare and Corphhealth	Employee + Child(ren)	6/1/2015 -	No

[View previous/other coverage](#)

Web enrollment (HRBA)

Under **Update Coverage**, you can add, terminate and modify employees. Each link will open the enrollment center (HRBA) in a new tab.

Manage Employees ▾ | Reports | Support & Resources | Benefits Center ▾

View coverage

- [Search employees](#)
- [ID card center](#)
- [View proof of coverage or order ID card](#)

Update coverage

- [Add an employee](#)
- [Modify an employee](#)
- [Terminate an employee](#)
- [Enrollment Processing Center](#)

Search

The **Human Resource Benefit Administration (HRBA)** will require first-time users to register with their own Social Security number. This will tie the enrollment center access to the secure sign-in for the employer portal, so that any enrollments submitted will show under that name.

If you do not have, or do not wish, to use your own Social Security number, contact Humana Business Web Support and a dummy can be requested.

ENROLLMENT CENTER (HRBA)

Home

Return to Agent | Employer Home | Manage Account | Log out

HUMANA
Employer Portal

Welcome, Sarah
April 7, 2016

Adjust Text Size

Employers » Billing & Enrollment Reports Tools & Education Contact Us

Employer Home » Billing & Enrollment » View enrollment status

You are not registered with the Web Enrollment system.
For verification, Please Enter your SSN with no dashes.

Enter your SSN:

Reenter your SSN:

OK

Home | Subscriber Maintenance | Reports

HUMANA
Guidance when you need it most

welcome, Employer Group3

Subscriber Maintenance
[View Subscriber Summary](#)
View a subscriber's personal information, dependents, coverage and open events.

Add a Subscriber

- Add a new subscriber
- Create an event
- Add coverage for the subscriber

Terminate a Subscriber

- Terminate a subscriber
- Remove coverage
- Create a Cobra or State Continuation event

Modify Subscriber/Dependent Info and/or Coverage

- Edit subscriber demographic information
- Edit eligibility group and employment information
- Add or edit their coverage
- Add, edit or terminate dependent(s)

Web Enrollment Updates
[Change Social Security Number](#)
Change subscriber Social Security Number

Reports
[Reporting](#)
View the reports you currently have or create new reports.
[Audit Report](#)
Track subscribers use of the online enrollment application.
[Enrollment E-mail Address Audit Report](#)
Track e-mail address changes

Whichever link is selected under **Manage Employees** opens the Enrollment Center Home tab at the top of page to the enrollment menu. Now choose the action needed or search for another member.

Add a subscriber

- To get started, select Add a Subscriber

Add a Subscriber

- Add a new subscriber
- Create an event
- Add coverage for the subscriber

- This same page will open if the **Add Employee** from the **Manage Employees** tab on the employer portal home page is chosen.
- Enter the employee's Social Security number twice and click **Next**.

HUMANA
Guidance when you need it most

Home

Subscriber Maintenance

[View Subscriber Summary](#) | [Add Subscriber](#) | [Terminate Subscriber](#)

Add Subscriber
Enter the following information:

• Social Security number: 999-99-9999

• Social Security number: 999-99-9999

Is this subscriber being added for Cobra or State continuation? ☐ Yes ☒ No

[Next>](#)

* Actual effective date should match the provisions of your contract and may be reviewed by Humana for accuracy.

Enter the subscriber's Personal Information

- Hire Date is an important field because that is what is going to determine eligibility based on the waiting period. If a part-time employee became full-time, then the full-time date of hire will be used to determine eligibility. To confirm what waiting periods may apply, you can call Humana Business Web, Customer Service or reach out to your Humana representative.
- The Eligibility Group is simply the class or division the employee belongs in.
- Once you have all of the employee's personal information filled out, click **Next**.

Add Subscriber
Enter the following information:

Social Security number: 666-11-2221

Prefix:

• Last Name:

• First Name:

Middle Initial:

Suffix:

• Date of Birth:

• Gender:

• Mailing Address:

City:

State:

Zip Code: -

Home Phone: (ex: 555-555-5555)

Work Phone: (ex: 555-555-5555)

E-mail Address:

• Hire Date:

• Eligibility Group:

• Subscriber Status:

Hours Worked Weekly: x

Does this subscriber have a disability? ☐ Yes ☒ No

<<Previous [Next>>](#)

Enrollment Reason and Effective Date

Add a Subscriber - Select an Event

Name: Bob Smith
SSN: 666-11-2221

You must select a reason for adding coverage to this subscriber. For example, if the subscriber is a new employee, select "new hire" and enter the effective date.

Existing Events Reason for Coverage Change	Event Type	Start Date	End Date	Date coverage is effective*
<input checked="" type="radio"/> New Hire	Enter effective Date*: Date form is signed/ submitted online*:	06/01/2016	05/20/2016 x	

<<Previous **Select & Continue**

* Actual effective date should match the provisions of your contract and may be reviewed by Humana for accuracy.

- For this example, we are using **New Hire**.
- Effective date** for new hires is calculated based on the **Hire Date** after any waiting periods have been applied. For example: A Hire Date of April 13, and a 30-day waiting period with first of month provision would be eligible for an effective date of June 1. It is important to note that should waiting period end on the first of a month, the employee is eligible on that date; they do not have to wait until the next first of the month.
- Other **Qualifying Events** may have different effective dates. The effective date should be the date you need the benefits changes to be in place.
- The **sign date** should match the employee's enrollment form or the date you are submitting online. Keep in mind the sign date needs to be within 30 days of your requested effective date. Click **Select and Continue**.

Dependents:

- This is only adding a dependent's personal information under the subscriber; coverage is added in the next step.
- Click **Add Dependent** and enter the information for that dependent record. A Social Security number is not required for dependents, but is recommended. Dependent Social Security numbers can be added later.
- Once the dependent's information is entered, click **Submit**. The dependent record is saved under the subscriber.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Reason for coverage change: New Hire Effective: 6/1/2016 Comments: [Edit](#)

Personal info Dependents Coverage Review and Finish

Dependents:

No dependents exist for this subscriber. You will need to add any dependents that will be covered under benefits.

<<Previous **Add Dependent** Next>>

Add/Modify Dependent

First Name: Mary
Middle Initial:
Last Name: Smith
Suffix: Select
Social security number: 666-11-2222
Date of birth: 08/26/1992
Gender: Female
Relationship: Spouse
E-mail:
Disability:
Is the dependent a full-time student over the age of 18?
Address same as employee: ☒
Address line 1: 123 Easy St
Address line 2:
City: Louisville
Home phone:
Date of marriage:
Yes ☐ No ☒
Yes ☐ No ☒
State: Kentucky Zip code: 40214

<<Previous **Submit**

- To add another dependent, select **Add dependent** again. Select the **Modify** button to edit dependent's personal information. **Submit** to save changes.

Dependents:

The following dependents exist for this subscriber:
You will need to add any dependents that will be covered under benefits.

Mary Smith 123 Easy St Louisville, KY 40214 Home:	SSN: *****	Relationship: Spouse Date of Birth: 8/26/1992 Gender: Female	Disability: Full-time student:	No No
---	----------------------	--	--	-----------------

<<Previous Next>>

Modify **Delete** **Add Dependent**

- Delete dependents by selecting **Delete** on the dependent record and select an appropriate reason. Deleting dependents will permanently remove them from all benefits. If there is a chance they will need to reinstate coverage during renewal or with a qualifying event, leave the dependent record active and remove them from the benefits coverage.
- Once you have completed adding dependent records, click **Next**.

Coverage

- All benefits offered by the group will be listed. For each benefit offered, there will be a drop-down menu. Select the benefit the member has elected.
- Dependents are enrolled in the benefits by checking their name under each benefit. To remove a dependent from coverage, uncheck the name.
- Once you have finished your coverage elections, click **Next**.

Delete dependent confirmation - Internet Explorer

If you delete this dependent, they will be removed from all benefits
Select the reason for deleting Billy Smith

Please select

- Continuation Terminated
- Deceased
- Divorced
- Medicare as Primary
- Member Request
- Moved out of Coverage Area
- No longer a dependent
- No longer a student
- Other
- Retirement

Sub

Modify Information/Coverage

Subscriber name:
Subscriber SSN:

☐ Send Email to Subscriber at

Reason for coverage change:
Gain/Loss of Other Coverage
☐ I would like to receive an email confirmation that the requested transaction has b

Effective:
6/1/2018

Personal Info Dependents **Coverage** Review and Finish

Coverage

Go365 Program

Select plan
WAIVE
Go365

Select program: Go365

Coverage start date: 6/1/2018 **Coverage end date:**

Dependent **Relationship** **Date of Bir**

Add Dependent

Review and finish

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Sarah G Fehribal
Updated: 5/20/2016

Reason for coverage change: New Hire
Effective: 6/1/2016
Comments: [Edit](#)

Personal Info Dependents Coverage **Review and Finish**

Review and Finish - Confirm selections

Personal Information

Date of birth: 4/3/1989
Gender: Male
Mailing Address: 123 Easy St
Louisville, KY 40214-
Home:
E-mail:
Disability: No
Hours worked weekly: 40
[Modify](#)

Hire date: 4/13/2016
Work phone:
Eligibility Group: Advanced Microwave Product
Subscriber status: Full Time Employee
Occupation:
Work Location:

Dependent(s)

Marilyn Smith SSN: *****
Relationship: Spouse
Date of birth: 8/26/1992
Gender: Female
Disability: No
123 Easy St
Louisville, KY 40214-
[Modify](#)

Removed dependent(s)

Billy Smith (Child) - Other
[Modify](#)

Coverage

NOTE: Please review the coverage termination dates. The system has made any necessary adjustments to the coverage termination dates in accordance with your contract provisions.

Plan	Network	Coverage level	Pre-Tax:
PPO Humana, ChoiceCare and Corpealth NVD0018	Humana, ChoiceCare and Corpealth	Employee + One Adult	6/1/2016 - No

- You can confirm demographic information, dependent information and coverage elections. Once you have confirmed selections, click **Submit**.
- You should then see a confirmation page. If you do not see a confirmation page, you have not yet submitted your enrollment.
- A subscriber only has to be added to a group once; any future changes will be submitted as a **Modify** event. A member that was terminated and has returned does not need to be added again, but **Rehire** chosen as the reason for the **Modify** event.

[Modify](#)

Coverage

NOTE: Please review the coverage termination dates. The system has made any necessary adjustments to the coverage termination dates in accordance with your contract provisions.

Go365 Program
Go365

Covered Members
Chad Brown

[Modify](#)

[<<Previous](#) [Submit](#)

HUMANA.
Guidance when you need it most

Home Subscriber Maintenance Group Maintenance Reports

[View Subscriber Summary](#) | [Add Subscriber](#) | [Terminate Subscriber](#) | **Modify Info/Coverage**

Modify Information/Coverage

You have completed the enrollment for Chad Brown.
Please allow 2 - 3 business days for the changes to become effective in all of our systems.
If you elected to receive a confirmation when changes were completed the Benefit Administrator will receive that communication within this timeframe.

[Print Page](#)

Chad Brown
Date of birth: Male
Gender:
Mailing Address:
Home:
Work:
E-mail:
Occupation:
Hours worked weekly: 0

Go365 Program

Plan:	Go365	1/1/2018 -	Pre-Tax:	Yes
Covered members as of 1/1/2018				
Covered Members				
Chad Brown				

[Print Page](#) [Modify](#)

Version=1.18.4.5

Modify subscriber

- To make a change to an existing subscriber, select **Modify Subscriber/Dependent Info and/or Coverage**. This same page will open if **Modify Employee** from the **Manage Employees** tab on the employer portal home page was chosen.

Modify Subscriber/Dependent Info and/or Coverage

- Edit subscriber demographic information
- Edit eligibility group and employment information
- Add or edit their coverage
- Add, edit or terminate dependent(s)

- Search for member by full Social Security number or full/partial name. Click on the subscriber's name to open the record.

Modify Information/Coverage
To find a subscriber to create/edit an event, enter a full or partial name and/or social security number:

Last name:
And/Or
First name:
Or
Social security number:

Click on the name of the subscriber you want to select:

Name	SSN	Date of Birth	Eligibility Group
Smith, Bob	666-11-2221	04/03/1969	Advanced Microwave Product

1 found 1-1

- Open events will show any enrollment event from the last 30 days. The start date and end date are referring to the time frame in which a change can be submitted. Anytime an enrollment event is opened there are 30 days to submit. The date coverage is the effective date of the benefit change. The example shown on this new hire event that the status is complete means it has been successfully submitted to Humana. This does not indicate the enrollment request has been completed; enrollment changes are completed within 5–7 days of submission.
- To open a new event, select a reason from the **Reason for Coverage Change** drop-down menu. For assistance with choosing the appropriate reason call Humana Business Web, customer service or reach out to your Humana representative. For this example, choose **Gain/Loss of other coverage** with an effective date of July 1, 2016, and a loss date of June 30, 2016. Click **Select and Continue**.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Select the reason for the coverage change:

Open Events

Reason for Coverage Change	Event Type	Start Date	End Date	Date coverage is effective*	Status
New Hire	Individual	05/20/2016	05/20/2016	06/01/2016	Complete

[Edit](#) [Close event](#)

☐ Select a new reason

- Open Enrollment
- New Hire
- Rehire (Full Enrollment)
- Gain/Loss of Other Coverage
- Late Enrollee
- Terminate Dependent
- Change in Eligibility Group
- Update Personal Info
- Birth
- Marriage
- Divorce/Legal Separation
- Child Newly Eligible - Student
- Adoption/Guardianship
- Court Ordered Coverage
- Child Eligible - Disabled
- Moved out of Svc Area
- Change Prior/Other Coverage
- Reinstate Dependent
- Rehire (Pre-Enrollment)

* Actual date form is signed/submitted online*

your contract and may be reviewed by Humana for accuracy.

Enter effective Date*:

date form is signed/submitted online*:

The first step of any enrollment event is **Personal Information**.

- The opportunity to update subscriber demographic information is available anytime an enrollment is submitted. If there are no personal information updates to make, click **Next**.

Personal Info

Dependents

Coverage

Review and Finish

Personal Information

Verify the following information and make any changes.

Prefix:

Select

Last name:

Smith

First Name:

Bob

Middle Initial:

Suffix:

Select

Date of birth:

4/3/1989

Gender:

Male

Mailing Address:

123 Easy St

City:

Louisville

State:

Kentucky

Zip Code:

40214

Home phone:

Work phone:

E-mail address:

Hire date:

4/13/2016

Eligibility Group:

Advanced Microwave Product

Subscriber status:

Full-Time Employee

Hours worked weekly:

40

Does this subscriber have a disability?

Yes

No

Hours Worked Calculator

Enter hours worked, select the frequency, and click the calculate button to update the Hours Worked Weekly.

Hours worked:

Frequency:

Weekly

*NOTE: Changes may cause benefit changes.

<<Previous

Next>>

The second step is **Dependents**.

- Make demographic updates, add or delete dependent records. Once dependent changes have been completed, click **Next**.

Modify Information/Coverage

Subscriber name:

Bob Smith

Subscriber SSN:

666-11-2221

Reason for coverage change:

Effective:

Comments:

Gain/Loss of Other Coverage

7/1/2016

Edit

Personal Info

Dependents

Coverage

Review and Finish

Dependents:

The following dependents exist for this subscriber:
You will need to add any dependents that will be covered under benefits.

Marilyn Smith

123 Easy St

Louisville, KY 40214

Home:

SSN:

Relationship:

Date of Birth:

Gender:

Spouse

9/26/1992

Female

Disability:

Full-time student:

No

No

Modify

Delete

Add Dependent

<<Previous

Next>>

- Personal Info

Dependents

Coverage

Review and Finish

Coverage

Go365 Program

Select plan

WAIVE

Go365

Select program:

Coverage start date:

1/1/2018

Coverage end date:

Dependent

Relationship

Date of Birth

Add Dependent

<<Previous

Next>>

- Confirm demographic information, dependent information and coverage elections. Once selections are confirmed, click **Submit**.

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Exiting and resuming enrollment events

Should there be a need to exit an enrollment, close it and save changes.



To resume, select **Modify Subscriber/Dependent Info and/or Coverage** from the main menu, search the subscriber and click on the name to open the record.

- By the example, see that in addition to the new hire event, there is now showing a Gain/Loss event with the status of “In Process.” This indicates the event is in the process of being submitted, and has not yet been received by Humana.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Select the reason for the coverage change:

Open Events

Reason for Coverage Change	Event Type	Start Date	End Date	Date coverage is effective*	Status	
<input checked="" type="radio"/> Gain/Loss of Other Coverage	Individual	05/20/2016	06/20/2016	07/01/2016	InProcess	Edit Close event
<input type="radio"/> New Hire	Individual	05/20/2016	06/20/2016	06/01/2016	Complete	Edit Close event
<input type="radio"/> Select a new reason						

Enter effective Date*:

date form is signed/submitted online*:

[<<Previous](#) [Select & Continue](#)

* Actual effective date should match the provisions of your contract and may be reviewed by Humana for accuracy.

- To resume an in-process event, select the event from open events, click **Select & Continue**. Disregard the Edit option.

The event will resume on the last page saved. Confirm selections, and submit the event. When you see the confirmation message, you know Humana has received the enrollment request.

Terminate subscriber

Termination is a permanent end of all benefits, and should only be used when the subscriber is no longer eligible; typically when they have ended employment. If a member is opting out of only certain benefits, or removing a dependent from coverage, that would be submitted as a **modify** event with the appropriate reason selected for the qualifying event. This will keep the subscriber record active should they need to be reinstated with a qualifying event or during open enrollment. If a subscriber has been terminated in error, or eligibility changed before coverage termination date, contact Humana Business Web Support to make a correction on the web record. **Do not attempt to reinstate coverage using a rehire event unless the member left the group and was rehired.** Using rehire to reinstate will apply rehire waiting periods.

To get started, select **Terminate Subscriber**. This same page will open if **Terminate an Employee** from the **Manage Employees** tab on the Employer Portal home page was chosen.

Terminate a Subscriber

- Terminate a subscriber
- Remove coverage
- Create a Cobra or State Continuation event

- Search for the member, and click on their name to open the record.
- Select appropriate reason from the Termination Reason drop-down menu.

HUMANA.
Guidance when you need it most

ROGUE COMMUNITY HEALTH

Home
Subscriber Maintenance
Reports

[View Subscriber Summary](#)
[Add Subscriber](#)
[Terminate Subscriber](#)
[Modify Info/Coverage](#)

Terminate a Subscriber

Termination is a permanent end of any and all lines of coverage for the member and any enrolled dependents. Please submit a **Modify** event with the appropriate reason selected if a member is opting out of only a single line of coverage, or removing a dependent from coverage. ● - Required Information

Subscriber name: Chad Brown
Subscriber SSN:

To terminate this subscriber, fill out the following information:

Reason for termination of coverage:

Select a reason

Coverage termination date: ●
(ex: mm/dd/yyyy)

Loss of eligibility date: ●

Do you want to enroll the employee in Cobra or State Continuation? If utilizing Conexis or another Third Party Administrator for COBRA services, do not enroll the member on Humana's website. Contact your Third Party Administrator. ●

☒ No ☐ Yes

<<Previous
Next>>

Version=1.18.4.5

- The **Coverage Termination Date** is the last date the subscriber will be covered; coverage will end at midnight on coverage termination date. Depending on how the group is set, it may terminate at the end of the month, or immediately. To confirm termination provision, call Humana Business Web, Customer Service or reach out to your Humana representative.
- The **Loss of Eligibility** date is the last date the member was eligible; typically last date of employment.

Terminate a Subscriber ● - Required Information

Termination is a permanent end of any and all lines of coverage for the member and any enrolled dependents. Please submit a **Modify** event with the appropriate reason selected if a member is opting out of only a single line of coverage, or removing a dependent from coverage.

Subscriber name: Chad Brown
Subscriber SSN:

To terminate this subscriber, fill out the following information:

<p>Reason for termination of coverage:</p> <p>Coverage termination date: (ex: mm/dd/yyyy)</p> <p>Loss of eligibility date:</p> <p>Do you want to enroll the employee in Cobra or State Continuation? If yes, Administrator for COBRA services, do not enroll the member on Humana Administrator:</p>	<p>Select a reason</p> <ul style="list-style-type: none"> Benefit Change Continuation Terminated Coverage/Contract Type Changed Deceased Discharged/Cause (Misconduct) Divorced Effective Date Change Eligibility Group Change Laid Off Mass Transfer Medicare as Primary Member Request Moved out of Coverage Area Other Retirement 	<p><input checked="" type="radio"/> No <input type="radio"/> Yes</p>
--	---	--

<<Previous Next>>

The final step is **Review and Confirm**.

HUMANA ROGUE COMMUNITY HEALTH
Guidance when you need it most

Home | Subscriber Maintenance | Reports

[View Subscriber Summary](#) | [Add Subscriber](#) | [Terminate Subscriber](#) | [Modify Info/Coverage](#)

Modify Information/Coverage

Subscriber name: Chad Brown
Subscriber SSN:

☐ Send Email to Subscriber at

Reason for coverage change: Terminate Subscriber Effective: 4/30/2018 Comments: [Edit](#)

☐ I would like to receive an email confirmation that the requested transaction has been processed. Please enter a valid address. [Enter](#)

Review and Finish - Confirm selections

Personal Information

Date of birth:	Male	Hire date:	
Gender:		Work phone:	
Mailing Address:		Eligibility Group	Ashland Clinic and Ashland SBHC
Home:		Subscriber status :	Full Time Employee
E-mail:		Occupation:	
Disability:	No	Work Location:	
Hours worked weekly:	0		

Dependent(s)

Termination Information

Reason for Termination:	Member Request
Effective date:	4/30/2018
Loss of eligibility date:	4/30/2018
Enroll in Cobra/continuation:	No

Coverage

NOTE: Please review the coverage termination dates. The system has made any necessary adjustments to the coverage termination dates in accordance with your contract provisions.

Go365 Program		Pre-Tax:	Yes
Go365	1/1/2018 - 4/30/2018		
Covered Members			
Chad Brown			

<<Previous Submit

Once selections have been confirmed, click **Submit**, making sure the confirmation that Humana has received the request has been received.

Terminate Subscriber

You have terminated coverage for Bob Smith (666-11-2221)
Please allow 24 to 48 hours for the changes to become effective in all our systems.

REPORTS

Employee and utilization reports

Depending on the benefits your organization offers, the following reports may be available under the **Reports** tab on the home page:

- Enrollment and Benefit reporting through HRBA reports
- Census files
- Go365 reports are not available by default and must be requested after registration is complete. Once requested, the Go365 reporting section will be available within 48 hours. Requests can be submitted to Humana Business Web Support or your SPOC (Single Point of Contact).
- Once added, there will be a new section under the **Reports** tab for Go365.

Member engagement report

Provides data on program participation at the member level by reporting member completion of the Health Assessment and biometric screening (including the date completed) and Status. This report is updated daily. Often, employers use this report as a tool to set employee health plan contributions based on engagement levels in the Go365 program.



Member engagement reports

These reports display up-to-date information on each member's status and involvement in your company's Go365 incentive program. New data is added to these reports daily.

[Member Engagement Reports →](#)



Engagement source

Here you will find tools and information to improve the health culture within your organization, plan annual wellness challenges and events, and create effective promotional campaigns.

[View Go365 engagement source →](#)

Taxable redemption report

asdjal dsj laksdj; gjasdklg

SCREEN SHOT TO COME

Member activity report

Provides aggregate data on member engagement and activity levels in each of the following four categories: Status, biometric screening, Points, and Go365 Age. The activity report updates monthly.



Activity Report: Are your employees living healthy?

Included in this report, your company's:

- Status
- Biometric screening
- Go365 Age
- Points

Note: Individual data is not shared in this report and metrics are calculated using aggregate data from employees and/or adult dependents eighteen (18) years of age or older. Employees are defined as the primary account holder on the Go365 account in this report.

Go365™ is a rewards program that inspires lifelong well-being for everyone, no matter the level of fitness. It gives employees the tools to reach their optimal health.

Members earn Points by participating in health-related activities that can be tracked and measured. Examples are taking wellness classes, exercising and getting regular medical checkups and screenings. More Points lead to a higher Status.

Group Name:
Group Number(s):
Division(s):
Activity Period End Date:
Prior Activity Period End Date:

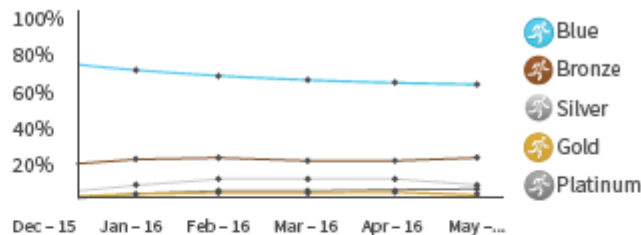
Members Enrolled in Go365:
Members with other Coverage (Not Go365 Eligible):
Members with Pending Go365 Enrollment:
Total Members in Group:

Everyone benefits when
people are in charge of
their own health.

Status

Higher engagement in Go365 can lead to a growing culture of health and wellness to better support your business goals.

**Prior plan year ended with
18% of employees achieving
Silver Status or above.**



A member's Status will remain Blue until they have completed one of the following three activities:

A section of the Health Assessment* online or on the Go365 App, a biometric screening* or a verified workout.

Status Levels				
Blue Initial Status	Bronze Activating wellness Completed a section of the Health Assessment,* gotten a biometric screening* or logged a verified workout	Silver Committing to wellness Ongoing engagement in Recommended Activities show positive outcomes	Gold Dedicating to wellness Rigorous engagement throughout the year, good outcome measures or achievement of Recommended Activities	Platinum Championing wellness Highest degree of engagement and dedication, excellent results

*Adult children can only move a family into Bronze Status by completing a verified workout.
Go365 activities may take up to 45 days to be rewarded and displayed in your Go365 reports.

GCHJR48EN 0916



Human Resource Benefit Administration (HRBA)

HRBA reports are also available in HRBA.

- **Note:** Groups that send enrollment changes via a file feed (EDI) may not see enrollment changes reflected in HRBA reporting. The best source for up-to-date benefits information for EDI is the file itself.
- To access web enrollment reports, select **Reports** tab, then click on the **Reporting** link.

Reports

Reporting

View the reports you currently have or create new reports.

- Click the **Create Report** tab. Here you will see a listing and description of all available reports. Select the report you would like to run.

HUMANA.
Guidance when you need it most

ADVANCED MICROWAVE PRODUCT

View Reports Create Report Customize Report List Customize Report Schedule Report View/Modify Schedule

Reporting: Create Report

Date: 05/23/16

Please choose the report that you would like to run:

NOTE:
Older Versions of Microsoft Excel may not display all rows in the report due to size limitations. If this occurs, please Customize your report to display only the needed fields.

<input checked="" type="radio"/> Beneficiary Changes Report	Lists changes to beneficiaries between 2 given dates
<input type="radio"/> Employee Benefits Report	Lists benefit information for all eligible employees as of a specified date that are enrolled in at least one active benefit.
<input type="radio"/> Employee Status Changes Report	List eligible employees whose benefits have changed between 2 dates.
<input type="radio"/> Extended Family Registration Report	This report lists registration information about extended family members.
<input type="radio"/> Login Report	Lists employee logins to the web enrollment system
<input type="radio"/> Member Benefits Report	Lists benefit information for all eligible members as of a specified date that are enrolled in at least one active benefit.
<input type="radio"/> Member Status Changes Report	Lists those employee and dependent records that have benefit change(s) between two dates.
<input type="radio"/> OE Enrolled List Report	Lists eligible employees whose open enrollment elections were enrolled on the web.
<input type="radio"/> OE Enrolled Products Report	Lists the number of employees enrolled in each benefit plan & coverage level using a web Open Enrollment event.
<input type="radio"/> OE Non-Enrolled List Report	List employees who are eligible for Open Enrollment but have not enrolled.
<input type="radio"/> OE Summary Report	List the number employees enrolled in each product using a web Open Enrollment event.
<input type="radio"/> Waive Reason Report	Lists reasons for waiving benefits
<input type="radio"/> Web Changes	List the subscribers who have made elections on the web during a specific period.

- Enter the date that you want the report run by and click **Submit report request**.

HUMANA.
Guidance when you need it most

ADVANCED MICROWAVE PRODUCT

View Reports Create Report Customize Report List Customize Report Schedule Report View/Modify Schedule

Reporting: Create Report

Date: 05/23/16

Report Name: Member Benefits Report

Choose Output Format: CSV Choose Sort Preference: SSN

Input Parameters:

As of Date: 04/30/2016 (mm/dd/yyyy)

Previous Submit Report Request

- # REPORTS



SUPPORT AND RESOURCES

For Employer:

- Humana contact information
- Employer health guide/FAQs
- Order marketing materials
- Application and Enrollment Forms
- Go365 information for employers
- Wellness launch kit
- Industry insights
- Tutorials

Support & Resources

Support and Resources

For you For your employees

Resources and support for plan administrators.

Ways to contact us

We're here to help.

Email us →

View secure email →

Update secure email →

Employer support contact information →

Managing your plans

Get the most out of your plans and all of Humana's offerings.

Employer health plan guide →

FAQs for employers →

Humana's products and services →

Most popular

Voted "Most popular" by our employers and administrators

Sales office locations

Healthcare reform education

Go365 Engagement Source

Wellness launch kit

For Employees

(also available in member self-service portal)

- Member contact information
- Go365 information for members

The screenshot shows the Humana Support & Resources portal. At the top, a green navigation bar contains links for Billing, Manage Employees, Reports, and Support & Resources (which is highlighted with a red box). Below the navigation bar, a breadcrumb trail shows 'Support & Resources'. The main heading is 'Support and Resources'. There are two tabs: 'For you' and 'For your employees', with a red arrow pointing to the 'For your employees' tab. The content area for 'For your employees' includes a paragraph stating 'Humana provides resources and support for your member employees.' followed by 'Ways for members to contact us' and 'We're ready to support your employees.' Below this is a link for 'Member contact information' with an external link icon and a red arrow. A horizontal line separates this from the 'Managing health insurance' section, which states 'Employees can help themselves with these self-service tools.' and lists several tools: 'Find a doctor tool', 'Find a pharmacy tool', 'Drug list search & printable drug lists', 'Humana's products & services', and 'Cost Comparison Tools', each with an external link icon and a red arrow. On the right side, there is a 'Most popular' section with a list of popular resources: 'Voted "Most popular" by our employers and administrators', 'Sales office locations', 'Healthcare reform education', 'Go365 Engagement Source', and 'Wellness launch kit', each with an external link icon.

Support & Resources

Support and Resources

For you For your employees

Humana provides resources and support for your member employees.

Ways for members to contact us

We're ready to support your employees.

Member contact information →

Managing health insurance

Employees can help themselves with these self-service tools.

Find a doctor tool →

Find a pharmacy tool →

Drug list search & printable drug lists →

Humana's products & services →

Cost Comparison Tools →

Most popular

Voted "Most popular" by our employers and administrators

Sales office locations →

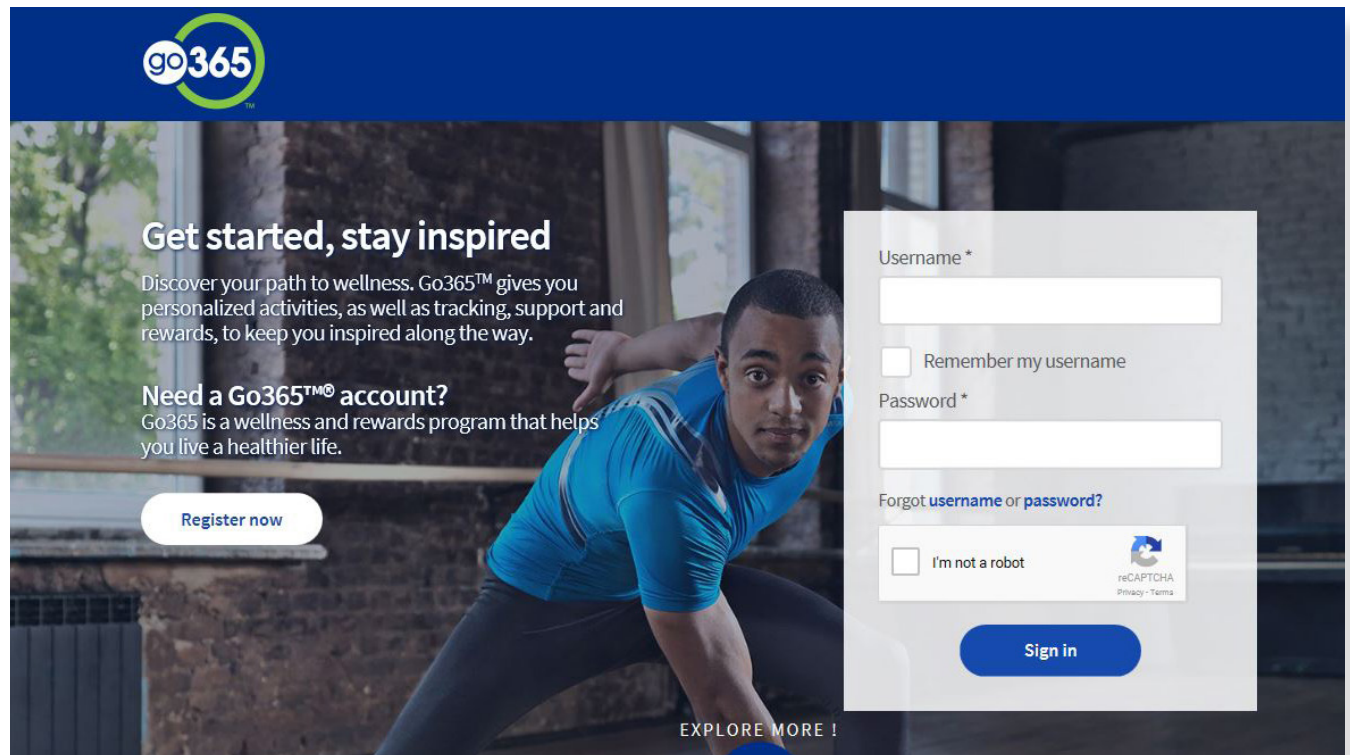
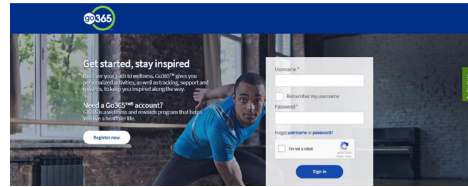
Healthcare reform education →

Go365 Engagement Source →

Wellness launch kit →

Member support

Members can register for **Go365** access at **Go365.com**, or by downloading the Go365 Mobile App from Google Play or the App Store.



For assistance:



Call Member Support at **1-888-443-7942**



Access the Go365 Community at **community.Go365.com**



WELLNESS PROGRAM SUPPORT

Sign up for the Go365 Engagement Source website

Go365 Engagement Source is an exclusive website for program administrators that offers support with the planning, promotion and administration of the Go365 wellness program. Available free of charge, this valuable resource includes:

- Wellness administration tools, including an admin dashboard with which you can limit access for users from your company
- Employer-sponsored Events platform where you can tailor Go365 to your organization's worksite events
- Challenge platform to administer your own company challenges
- Access to monthly educational webinars for program admins, including member-friendly webinars
- Strategic planning tools, including the Healthy Company Questionnaire and annual wellness calendar
- Tool kits and guides on various wellness program components
- Shareable Go365 materials and health content
- Initiative ideas with supplemental materials
- Wellness insight and expertise, and more!

Administrator Dashboard on Go365 Engagement Source

Engagement Source is open to all employees who help administer your company's wellness program, however, you may want to limit what features they have access to. Through our dashboard feature, you as the administrator can:

- Control what other users from your company see when they sign in to the Go365 Engagement Source website
- Easily add, change and remove users from the system

Watch this short video to see how it works: <https://vimeo.com/246986018>

Get signed up here: <https://engagementsource.go365.com/>



ADDITIONAL RESOURCES

Explanation of terms

Adoption/Legal Guardianship: Add a child due to adoption or the child has been placed with the subscriber under legal guardianship. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Birth: Add newborn coverage. Upon delivery, the employee can call **1-800-872-7207** to ensure coverage. Additions must take place within 30 days of birth. The BA can also add the newborn, or specific details on the infant via HRBA. If details are not updated within 30 days of the birth, please call for assistance.

Change in Eligibility Group: Move the subscriber from one eligibility group to another.

Change prior/other coverage: Update subscriber's/member's coverage information.

Child Eligible Disable: Add a dependent that has been declared disabled.

Child Newly Eligible Student: Current dependent newly enrolled as a full-time student.

Coverage Termination: The Coverage Termination date is the last date the employee is covered. This will depend on the group's provisions; it could be the last day of the month, or the date of termination.

Divorce/Legal separation: Remove a spouse from subscriber's plan due to divorce or legal separation. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Late Enrollee: The subscriber is enrolling outside of the Open Enrollment Period.

Loss of Eligibility: Loss of Eligibility relates to the date when an individual member is no longer eligible for benefits. This date can occur any day of the month—such as a birthday or wedding day—but the member's termination is actually effective on the Coverage Termination date.

Marriage: Add a new spouse to the existing subscriber's coverage. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Move out of Service Area: A subscriber or member has moved out of service area.

New Hire: Add a person newly hired at the company.

Open Enrollment: The period of time when the employees choose benefits for the new plan year.

Rehire Pre-Enrollment: Add rehired subscribers demographic/coverage election. Once this is complete, the member would be allowed to complete their own enrollment on **MyHumana**.

ONLY AVAILABLE FOR SOME GROUPS

Eligibility waiting periods

If hire date is June 24, and benefits eligibility is immediately after ...

If hire date is June 24, and benefits eligibility is the FIRST day of the month FOLLOWING

... 30 days July 24 ... 30 days August 1

... 60 days August 23 ... 60 days September 1

... 90 days September 22 ... 90 days October 1

Relationship codes

Relationship codes

0 = Subscriber

1 = Children

3 = Spouse

21

Frequent events and materials needed

Any corrections due to system functionality require a call to the Employer Web Team.

Social Security number correction

- The BA will send in a copy of the change form with the correct Social Security number or a copy of the subscriber Social Security card
- The correction will be made in the platform first; the web specialist will send enrollment a ticket to have the incorrect Social Security number corrected

Effective date correction

- Call the web team and they will assist the group in submitting another event, or by correcting the dates with enrollment if this can't be corrected during the call

Date of hire correction

- Provide web team with the correct date of hire. They will send a request to enrollment to correct the date of hire, and then correct online

Duplicated subscriber or dependent

- A web specialist will send an IT request to get a duplicate person removed

Changing the eligibility group

Possible reasons a BA would call in regarding the group eligibility:

- If a member is terminated and the group is going through OE and the eligibility group changes, then the BA would change the eligibility group first before the subscriber can be enrolled on the correct plan
- If the BA does not see the correct benefit listed under the coverage level drop-down menu, then the BA will change the eligibility group to get the correct benefit that is tied to it

Newborns

- The BA will check View Subscriber Summary
- View dependent history to see if the newborn has been added for first 30 days coverage

If the newborn is showing coverage:

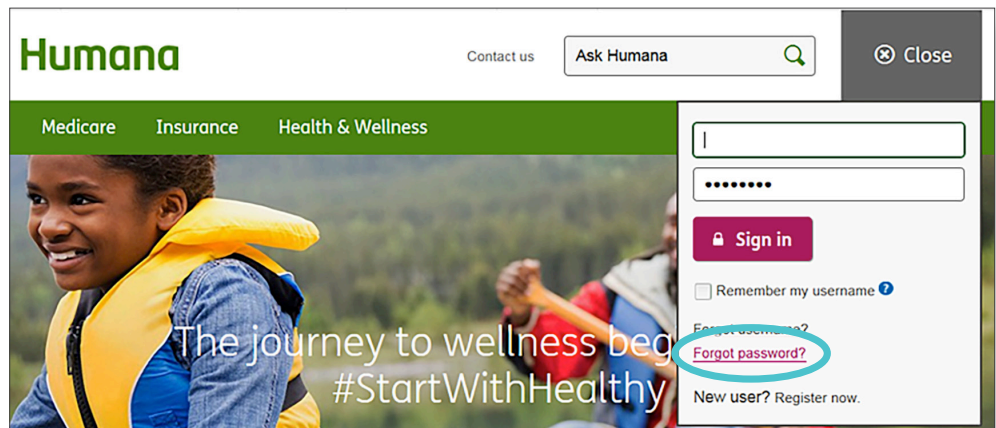
1. **Modify Subscriber/Dependent Info**
2. Create the event **Gain/Loss of Other Coverage** and make the effective date the day after the termination date listed on the **Dependent History** screen
3. Only make a change to the dependent demographic screen if the newborn name is listed as boy/girl, or if there is an end date for coverage on the **Dependent History** screen
4. Select coverage for the newborn on the **Coverage** screen
5. Continue to **Review and Finish** screen and **Submit**



Password recovery

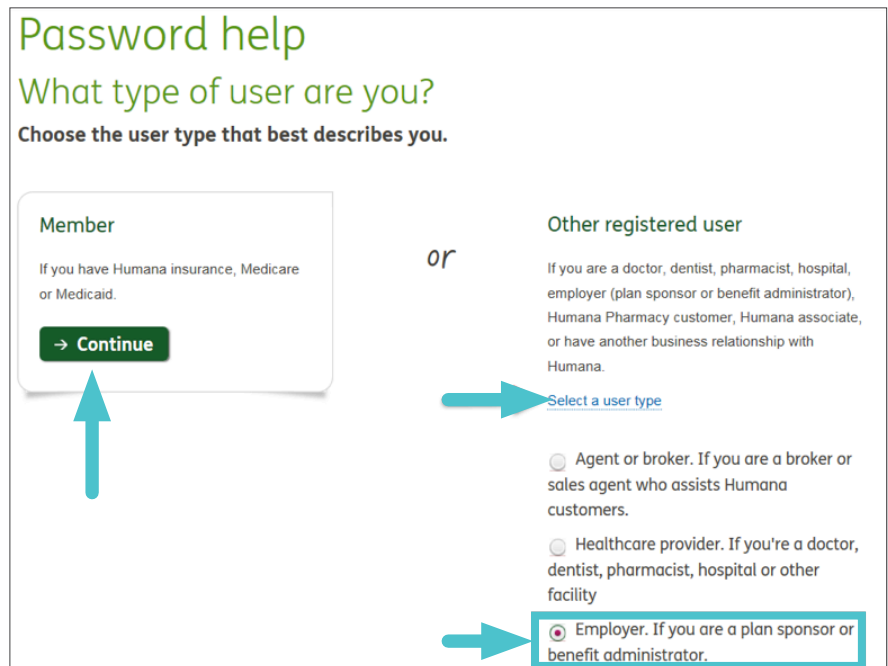
NOTE: Employers cannot retrieve usernames from **Humana.com**. Please call Humana Business Web Support at **1-888-666-5733**, option 2, to confirm usernames..

From **Humana.com**, select **Forgot Password** link



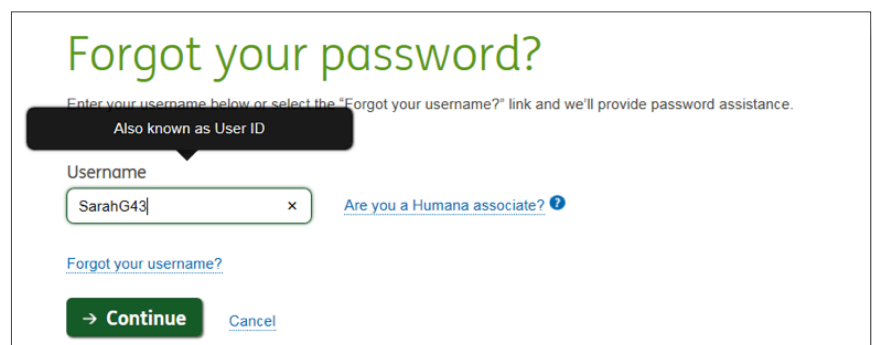
The screenshot shows the Humana.com homepage. At the top, there's a navigation bar with 'Contact us' and 'Ask Humana' search bar. Below it, a green banner contains 'Medicare Insurance Health & Wellness'. The main image shows a smiling woman in a yellow life vest. Overlaid on the right is a login form with fields for username and password, a 'Sign in' button, and a 'Remember my username' checkbox. A red circle highlights the 'Forgot password?' link below the checkbox. Below that is a 'New user? Register now.' link.

Click **Select a User Type** and choose **Employer** then **Continue**.



The screenshot shows the 'Password help' page. It asks 'What type of user are you?' and 'Choose the user type that best describes you.' There are two main options: 'Member' and 'Other registered user'. The 'Member' option has a 'Continue' button with a red arrow pointing to it. The 'Other registered user' section has a 'Select a user type' link with a red arrow pointing to it. Below this link, there are three radio button options: 'Agent or broker', 'Healthcare provider', and 'Employer'. The 'Employer' option is selected and highlighted with a red box. A red arrow points to the 'Employer' option.

Enter username to confirm and **Continue**.



The screenshot shows the 'Forgot your password?' page. It asks to 'Enter your username below or select the "Forgot your username?" link and we'll provide password assistance.' There's a text input field for 'Username' with the value 'SarahG43'. Below the field is a 'Forgot your username?' link. At the bottom, there are two buttons: 'Continue' (highlighted with a red box) and 'Cancel'.



You will be prompted to answer your security question.

Password Help

Forgot your password?

Select the available option(s) and/or answer the question to confirm your identity and we will help you reset your password.

Security question

What is the name of the company where you had your first job?

[Don't know the answer?](#)

[→ Continue](#) [Cancel](#)

Now, enter a new password. If assistance is needed with the security question or entering a new password, please call **HB Web Support**.

Change your password

Enter a new password in the fields below, making sure it meets our requirements:

- 8-15 characters long
- No spaces or punctuation
- No special characters except # * \$ @
- At least one number and one letter
- Cannot reuse prior password
- Username and password cannot be the same
- Password must not contain the Username in any form (backward or forward)

Enter new password

Re-enter new password

[→ Submit](#) [Cancel](#)

Browsers and encryption

To protect the privacy of our customers and members, Humana uses the most current, top-level technology. Browser security is closely linked to encryption code. For that reason, users can only access the secure sections of Humana's site using a browser equipped with 128-bit encryption or higher—which means your web activity is encrypted before it's transmitted over the internet using 128-bit secure socket layer (SSL) encryption technology. This technology works in tandem with the built-in security features of internet browsers such as Microsoft Internet Explorer. This technology is the most secure form of encryption widely used on the internet today.