

# Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers you the opportunity to earn rewards for taking healthy actions.

## Participate in healthy activities and earn rewards

Humana Healthy Horizons® in South Carolina members can participate in Go365 for Humana Healthy Horizons. Participating in healthy activities and earning rewards through our Go365 for Humana Healthy Horizons wellness program is easy.

### To earn rewards, you must:

- Download the Go365 for Humana Healthy Horizons App from iTunes/Apple Shop or Google Play on a mobile device
- Create an account to access and engage in the program
  - Members under the age of 18 must have a parent or guardian register on their behalf to participate and engage with the program. The person completing the registration process on behalf of a minor must have the minor's Medicaid Member ID.
  - Members who are 18 and older can register to create a Go365® account. You must have your Medicaid Member ID.

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

For each eligible Go365 activity completed, you can earn rewards and then redeem the rewards for gift cards in the Go365 in-app mall. Rewards earned through Go365 have no cash value and must be earned and redeemed prior to the reward expiration date.

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

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

| Healthy activity             | Reward  |
|------------------------------|---|
| Health risk assessment (HRA) | \$25 in rewards for members 18 and older who complete an HRA within 90 days of enrollment with Humana Healthy Horizons in South Carolina (1 per lifetime) |
| Breast cancer screening      | \$25 in rewards (1 every year) for female members ages 50 and older who receive a mammogram   |

| Healthy activity   | Reward  |
|--|---|
| Cervical cancer screening                                      | <b>\$25 in rewards</b> (1 every year) for female members ages 21 and older who have a cervical cancer screening (pap smear)   |
| Colorectal cancer screening                                    | <b>\$25 in rewards</b> (1 every year) for members 45 and older who receive a colorectal cancer screening as recommended by their primary care physician (PCP)   |
| COVID-19 vaccine   | <b>\$25 in rewards</b> (1 every year) for members the Centers for Disease Control and Prevention (CDC) deem eligible for COVID-19 vaccination who get a complete COVID-19 vaccination and upload an image of their COVID-19 vaccine card to the Go365 for Humana Healthy Horizons app |
| Diabetic retinal eye exam                                      | <b>\$25 in rewards</b> (1 every year) for members with diabetes ages 18 and older who receive a retinal eye exam  |
| Diabetic screening   | <b>\$25 in rewards</b> (1 every year) for members with diabetes ages 18 and older who complete an annual screening with their PCP for HbA1c and blood pressure  |
| Flu vaccine  | <b>\$25 in rewards</b> (1 per year) for members who receive a yearly flu vaccine from their provider, pharmacy, or other source (proof may be required, if source other than provider or pharmacy administers the flu vaccine)  |
| Follow-up after high-intensity care for substance use disorder | <b>\$25 in rewards</b> for all members who receive follow-up care within 30 days of an inpatient hospital discharge, residential treatment, or detoxification visit for a diagnosis of substance use disorder   |
| Follow-up after hospitalization for mental health illness      | <b>\$25 in rewards</b> for all members who receive a follow-up visit with a mental health provider within 30 days after a hospital discharge for a diagnosis of select mental health illnesses or intentional self harm   |
| Haircuts for kids  | <b>\$20 in rewards</b> (to use for a standard haircut) for members in kindergarten through 12th grade who upload a photo of their school registration form, school ID, or class schedule  |
| Human Papillomavirus (HPV) vaccine                             | <b>\$25 in rewards</b> for members who receive 2 doses of the HPV vaccine between their 9th and 13th birthdays (1 per lifetime)   |
| HumanaBeginnings™ participation                                | <b>\$25 in rewards</b> (1 per pregnancy) for enrolling in and completing the HumanaBeginnings care management program   |
| Postpartum visit   | <b>\$25 in rewards</b> (1 per pregnancy) for members who receive 1 postpartum visit between seven and 84 days after delivery  |

| Healthy activity  | Reward  |
|-------------------|---|
| Prenatal visit    | <b>\$25 in rewards</b> (1 per pregnancy) for members who receive 1 prenatal visit during the first trimester or within 42 days of enrollment with Humana Healthy Horizons in South Carolina   |
| Tobacco cessation | <b>\$25 in rewards</b> in rewards for members ages 12 and older who complete two calls within 45 days of enrollment in the tobacco-cessation program, and an additional <b>\$25 in rewards</b> for members ages 12 and older who complete the full program (a total of 8 calls)<br><br>For members ages 18 and older, nicotine replacement therapy available upon request |
| Weight management | <b>\$25 in rewards</b> for members ages 12 and older who enroll in the weight management program, complete an initial well-being check-up with their PCP, and submit form completed by their PCP, and an additional <b>\$25 in rewards</b> for members who complete the program (a total of 6 calls within 12 months of the first coaching session)                       |
| Well-child visit  | <b>Up to \$120 in rewards</b> for members ages 0 to 15 months old who have a well-child visit ( <b>\$20 in rewards</b> per visit, for up to 6 visits)   |
| Well-child visit  | <b>Up to \$30 in rewards</b> for members ages 16 months to 30 months old who have a well-child visit ( <b>\$15 in rewards</b> per visit, for up to 2 visits)  |
| Wellness visit    | <b>\$25 in rewards</b> for members ages 3 and older who complete 1 annual wellness visit  |

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

Rewards have no cash value. The monetary amounts listed above are reward values, not actual dollars. For some rewards, your doctor has to tell us that you completed the healthy activity. Once we get this information from your doctor, you will see in the app the option to redeem the reward. For any reward you qualify to earn during the 2023 plan year, we must get confirmation from your doctor by no later than March 15, 2023.

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 and to the earned incentives and rewards if they voluntarily dis-enroll from the Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days.

At the end of plan year (December 31), members with continuous enrollment will have 90 days to redeem their rewards. E-gift cards may not be used for tobacco, alcohol, firearms, lottery tickets, and other items not supporting a healthy lifestyle. Rewards are not used to direct an member to a specific healthcare provider. Call Go365 at **888-225-4699 (TTY: 711)**, or visit **[Humana.com/SouthCarolinaGo365](https://www.humana.com/SouthCarolinaGo365)**, to learn more about the program.

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-432-0001 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. 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 **866-432-0001** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the  
**South Carolina Department of Health and Human Services, Civil Rights Division**  
1801 Main Street, P.O. Box 8206, Columbia, South Carolina 29202,  
**888-808-4238, TTY: 888-842-3620, [civilrights@scdhhs.gov](mailto:civilrights@scdhhs.gov)**. Complaint form is available at <https://msp.scdhhs.gov/crd/sites/default/files/Health%20Information%20Privacy%20Complaint%20Form.pdf>.  
**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 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. **866-432-0001 (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 South Carolina is a Medicaid Product of Humana Benefit Plan of South Carolina, Inc.

Language assistance services, free of charge, are available to you.  
**866-432-0001 (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.

**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。

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

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

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

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

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

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

**ગુજરાતી (Gujarati):** મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કોલ કરો.

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

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

**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。

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

**हिंदी (Hindi):** भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

**ខ្មែរ (Cambodian):** ហៅមកលេខទូរស័ព្ទខាងលើ ដើម្បីទទួលបានសេវាកម្មបកប្រែភាសាដោយមិនអស់ប្រាក់ ។