



We will reward our Humana Healthy Horizons in Florida members 6 months old and older for getting a COVID-19 vaccine

Humana Healthy Horizons® in Florida members 6 months old can qualify to earn **\$20 in rewards** after getting a COVID-19 vaccine.

Below, find answers to frequently asked questions about:

- COVID-19 vaccination
- How our members become eligible for **\$20 in rewards** after getting a complete COVID-19 vaccination

COVID-19 vaccination

Q. What COVID-19 vaccines are available?

A. The U.S. Food and Drug Administration has granted:

- Full use authorization for the following COVID-19 vaccine(s):
 - The Moderna COVID-19 vaccine, for people 18 years of age and older (two doses, administered 21 days apart, are needed)
 - The Pfizer-BioNTech (Comirnaty) COVID-19 vaccine, for people 16 years of age and older (two doses, administered 21 days apart, are needed)
- Emergency use authorization for the following COVID-19 vaccines:
 - The Pfizer-BioNTech COVID-19 vaccine, for people between the ages of 6 months and 15 (two doses, administered 21 days apart, are needed for people 5 and older; 3 doses for children younger than 5)
 - The Moderna COVID-19 vaccine, for children between 6 months and 5 (2 doses)
 - The Johnson & Johnson (Janssen) vaccine, for people 18 and older (one dose needed)

Humana
Healthy Horizons®
in Florida

For all Humana Healthy Horizons in Florida members

Earning \$20 in rewards through Go365 for Humana Healthy Horizons after getting a COVID-19 vaccine

Q. What is Go365 for Humana Healthy Horizons?

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

Q. How can members qualify to earn rewards through Go365 for Humana Healthy Horizons?

A. To earn rewards, our members must:

- Download the Go365 for Humana Healthy Horizons App from **iTunes/Apple Shop** or **Google Play** on a mobile device
- Create an online profile to access and engage in the program
 - You must be 18 years or older.
 - You must have their Medicaid Member ID when creating your online profile.

Q. If a member has a **MyHumana** account, can he or she use the same login credentials to access Go365 for Humana Healthy Horizons?

A. Yes. Our members with a **MyHumana** account, can use the same login information to access Go365 for Humana Healthy Horizons, after they download the app.

Q. How do eligible members earn rewards?

A. For each eligible Go365® activity completed, our members 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.

Q. How do eligible members earn \$20 in rewards for getting a COVID-19 vaccination?

A. All members 6 months old and older can earn **\$20 in rewards** for getting a COVID-19 vaccine. To be eligible for this reward, the member must:

- Register an account through Go365 for Humana Healthy Horizons™
- Be completely vaccinated against COVID-19 (number of doses depends on your age)
- Log in to their Go365 for Humana Healthy Horizons account
- Upload an image of their completed vaccination card

Q. How long does an eligible member have after getting a COVID-19 vaccination to submit photo proof?

A. Members must upload an image of their completed vaccination card within 90 days of getting the vaccine.

Q. How long after members upload an image of their COVID-19 vaccination card will they see the \$20 in rewards available in their Go365 for Humana Healthy Horizons app?

A. We will apply the **\$20 in rewards** to their Go365 for Humana Healthy Horizons account after reviewing the photo of the completed vaccination card.

Q. Who is eligible for this reward, and how often can they earn it?

A. This reward is available to members 5 months old and older once each year.

Q. Is transportation available for Humana Healthy Horizons in Florida members to get their COVID-19 vaccine?

A. Yes. We help our members get to doctor and pharmacy visits.

Learn more at [Humana.com/FloridaRides](https://www.humana.com/FloridaRides).

Q. Where can members get more information about Go365 for Humana Healthy Horizons?

A. For more information, they can:

- Go to [Humana.com/FloridaGo365](https://www.humana.com/FloridaGo365)
- Call Go365 at **888-225-4669 (TTY: 711)** to learn more

* Members under 18 years old will not have access to the Go365 for Humana Healthy Horizons app.

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 202 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 enrollees who meet the requirements of the program. Rewards are not used to direct the enrollee to select a certain provider. Rewards may take 90 to 180 days or greater to receive. Rewards are non-transferrable to other Managed Care Plans or other programs. Enrollees will lose access to the Go365® App to the earned incentives and rewards if they voluntarily dis-enroll from the Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31), enrollees with continuous enrollment will have 90 days to redeem their rewards.

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

ENGLISH: This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

SPANISH: Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

CREOLE: Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

FRENCH: Ces informations sont disponibles gratuitement dans d'autres langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

ITALIAN: Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

RUSSIAN: Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (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 **800-477-6931** 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, **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. **800-477-6931 (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 Florida is a Medicaid product of Humana Medical Plan, Inc.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

Español: (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

Kreyòl Ayisyen: (French Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

Tiếng Việt: (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.