

Did you know?




Humana

Humana rewards Medicare Advantage members for the same screenings that you, our valued primary care physician (PCP), are also rewarded for as part of our value-based care strategy.

Through the Go365 by Humana® program, your Humana patients can earn rewards for completing preventive screenings. Designed to improve health outcomes, Go365 helps our Medicare Advantage (MA) members achieve better health while helping you reach your goals. For more information, ask your Humana representative.

*Go365 by Humana member rewards	PCP Quality Recognition Program incentive measures ³
Annual Wellness Visit ¹ \$25	Annual Wellness Visit
Mammogram ² \$30	Breast Cancer Screening
Colorectal screening ² \$20 - \$50	Colorectal Cancer Screening
Diabetic eye exam ² \$25	Eye Exam for Patients With Diabetes
Hemoglobin A1c (HbA1c) test ² \$10	Hemoglobin A1c Control for Patients With Diabetes
Incentivizing members to get their Annual Wellness Visit is tied to a reduction in 30-day readmission rates and emergency room utilization.	

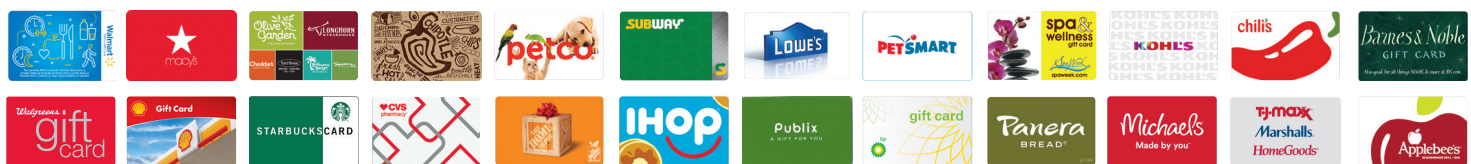
 Go365 also rewards MA members for:

\$60 Annual maximum for eligible exercise and fitness activities.

\$40 Annual maximum for eligible social and health education activities.

\$20 Bone density screening

Patients can celebrate their success by redeeming their rewards for gift cards from retailers they know and love.



Gift cards cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid or other federal healthcare programs, alcohol, tobacco, e-cigarettes or firearms. This card must not be converted to cash.

* The monetary amounts shown above represent the value of the reward earned for completing the activity. Rewards can be redeemed for gift cards at popular retailers and have no cash value. The patient's reward will show up automatically in his/her Go365 account if billed through his/her Humana medical or pharmacy plan. This can take up to 90 days.

¹ Based on the patient's plan, this is the minimum he/she will be rewarded for the Annual Wellness Visit.

² Procedures for these preventive screening activities align with Healthcare Effectiveness Data and Information Set (HEDIS®) and Star Rating Program requirements.

³ Measures vary by program. Please reference your 2023 Annual Detail Exhibit or program communication for more information.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

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 **877-320-1235** 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>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (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.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

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

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

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

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowól.

بیتة رلعا (Arabic)

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الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك