



Go365 by Humana  
2023 Medicare Program

January 2023



# What is Go365?



by Humana®

Go365<sup>®</sup> by Humana is your wellness program that rewards you for making healthier choices.



**It's easy.** You're already enrolled!  
Just start participating in eligible activities.



**It's personal.** When you log in to your account, Your Next Best Step guides you through recommendations so you know what you can be doing to get or stay on a healthy path.



**It's rewarding.** You'll earn rewards that you can redeem for gift cards in the Go365 Mall.

# How does it work?



1

Complete eligible  
healthy activities



2

Earn rewards



3

Redeem for gift cards



# Choose how you want to participate:



**Prevention**...like an Annual Wellness Visit and eligible preventive screenings



**Exercise & Fitness**...like working out at a SilverSneakers location (if included in your plan) or tracking your steps with an activity tracker



**Social & educational**...like volunteering, taking a dance or nutrition class, or attending a class at a Humana Neighborhood Center or online

Staying connected socially is important to overall health and well-being. Social and cognitive activities can help contribute to better long-term mental health, and may help ward off dementia and depression.<sup>1</sup>

<sup>1</sup> NIH Publication no. 11-7737; National Institute on Aging, National Institutes of Health, World Health Organization 2011.



# Prevention activities



Activity	Reward amount*	Activity limit
Annual Wellness Visit	\$25	1 per year
Mammogram	\$30	1 per year
Colorectal screening In-person colonoscopy 45+ years At-home test kit 45+ years	Up to \$50 \$50 in rewards \$20 in rewards	1 per year
Bone density screening	\$20	Once every 2 years

Your reward for these activities will show up automatically in your Go365 account, if billed through your Humana medical or pharmacy plan. This can take up to 90 days. Please note: rewards have no cash value and can only be redeemed for gift cards in the Go365 Mall. Rewards must be earned and redeemed within the same plan year.

\*Reward amounts may vary by plan. Check your Explanation of Benefits to see what your plan offers.



# Exercise & fitness activities



Activity	Reward amount	Activity limit
12 or more workouts per month	\$5	Once per month (\$60 annual max)
Connected activity tracker (minimum 5,000 steps/day), SilverSneakers if it is included in your plan, or paper workout tracker		90 days to submit activity

The Centers for Disease Control and Prevention recommends 150 minutes of activity a week to help manage or prevent health problems and maintain independence.<sup>1</sup>

<sup>1</sup>“How Much Physical Activity Do Older Adults Need?,” Centers for Disease Control and Prevention, last accessed August 24, 2022, [https://www.cdc.gov/physicalactivity/basics/older\\_adults/index.htm](https://www.cdc.gov/physicalactivity/basics/older_adults/index.htm).



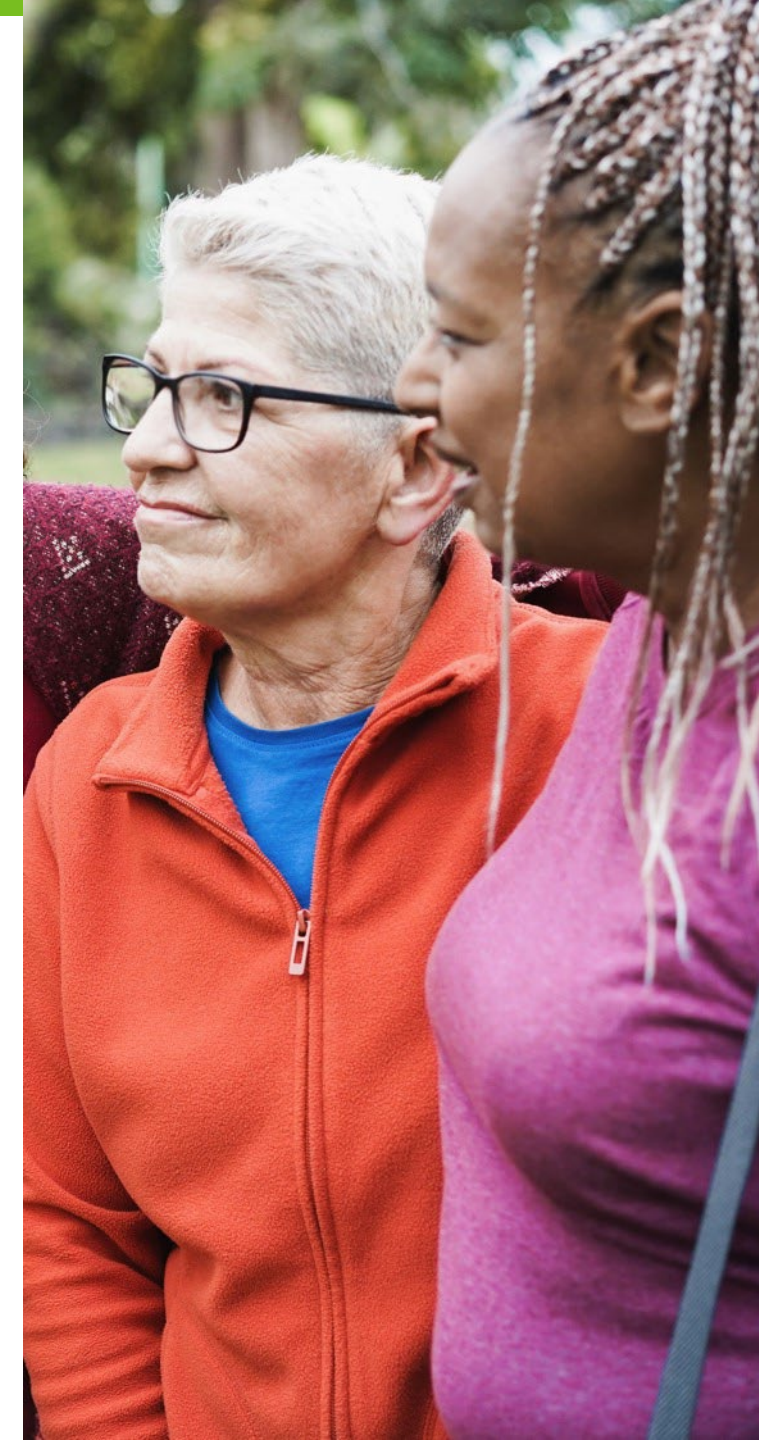


## Social & education activities



Activity	Reward amount	Activity limit
Attend a class or health education seminar offered by Humana Neighborhood Center or groups in your community. Examples may include a painting, dancing, or nutrition class (in person or online)	\$5	\$5 per month
Complete an athletic event (5k walk/run, cycling, tournament)*	\$5	8 per year
Volunteering*	\$5	90 days to submit activity
Attend a social club such as garden, book, religious, sports/golf/pickleball/walking, etc.) virtual or in person*	\$5	90 days to submit activity
Post or comment in the Go365 health & Wellness Member Community	\$5	(\$40 annual max)
Other fitness event (e.g., dance competition, bocce ball tournament)	\$5	

\*To earn your reward for these activities, submit a completed activity form, found when you sign in at [Humana.com](https://www.humana.com), then click on Go365. Or you may request paper materials by calling the number on the back of your Humana ID card.



# Redeem your rewards



Redeem your rewards for gift cards in the Go365 Mall:

**1) Online:** Sign in at [go365.com/shop](https://go365.com/shop) - OR - **2) Phone:** Call **1-866-677-0999**

Members must redeem the reward in the program year it is earned. Any rewards not redeemed by 12/31 will expire. For a complete list of gift cards visit [go365.com/shop](https://go365.com/shop).



# Get started!



by **Humana**®

The quickest way  
to get started:

**Sign in at [Humana.com](https://www.humana.com)**



Then click on Go365 from your  
dashboard.



Or, to request paper materials,  
call the number on the back of  
your Humana member ID card.

# Want more information?



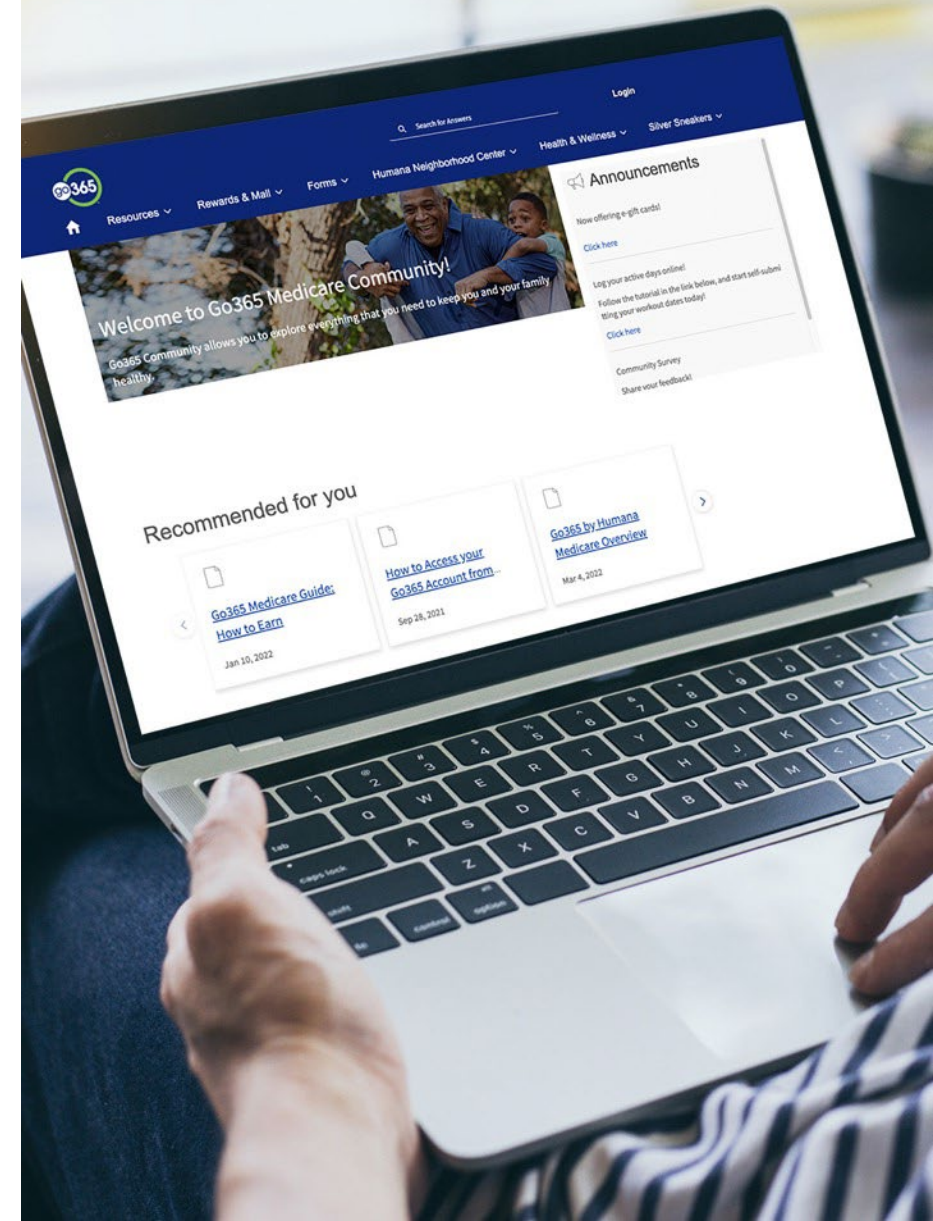
## Humana.com



Call the number on the back of your Humana member ID card to speak with a customer service associate



Join the Medicare self-service community:  
[Community.medicare.go365.com](https://community.medicare.go365.com)



Reward amounts listed are reward values not cash. Rewards must be earned and redeemed within the same plan year. Rewards not redeemed before Dec. 31st will be forfeited.

In accordance with the federal requirement of the Centers for Medicare & Medicaid Services, no amounts on the gift cards shall 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. Gift cards must not be converted to cash.

The merchants represented are not sponsors of Go365 or otherwise affiliated with Go365. The logos and other identifying marks attached are trademarks of and owned by each represented company and/or its affiliates. Please visit each company's website for additional terms and conditions.



## 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 the 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'ahí béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك