

Continue to earn your rewards with Go365

As a result of the coronavirus pandemic, we've all made changes to stay safe and healthy. At Go365 by Humana®, we want to make sure you're still participating and earning your well-deserved rewards through your Medicare Advantage plan. For a complete list of ways to earn, visit www.go365.com.



GET HEALTHY

Stay safe and ahead of your health by completing eligible preventive screenings at home. Talk to your doctor about what's right for you.

Earn rewards by completing key preventative screenings:

- Colorectal screening: \$30
 - Diabetic kidney function test: \$10
 - Hemoglobin A1c (HbA1c) test: \$10
 - Annual Wellness Visit: \$25*
- reach out to your provider to schedule an interactive video call

GET INVOLVED

Earn \$5 for each social activity

(Four activities maximum per year) – up to \$20 in rewards.

Connect virtually with friends and family:

- Video call with friends using video chat apps
- Call a friend and catch up
- Write a letter or email to friends/family
- Join an online group/community and write three comments/posts in a week

To earn your social activity reward, follow these instructions:

- Complete the Social & Lifestyle activity form and return it to Go365, or
- Sign in to Go365.com, click on “social activities” at the top and tell us what you did – your rewards will be added to your account automatically

GET ACTIVE

Earn \$5/month for at least eight workouts a month

Humana Medicare Advantage members may be eligible for Go365 rewards by completing preventive screenings. Reward values are redeemable for gift cards and do not have any cash value.

The following activities will ensure you get at least 500 steps per day:

- If you're a SilverSneakers® member, join a SilverSneakers Facebook Live Event
- Dance to your favorite five songs
- Stream an exercise video and follow the routine
- Walk your dog around the block
- 20 minutes of yard work or gardening

To earn your fitness reward, follow these instructions:

- Continue to complete your paper exercise tracker, or
- Connect your activity tracker to your Go365 account and continue to earn automatically

*Based on your plan this is the minimum you will be rewarded for the Annual Wellness Exam.

The amounts listed are reward values and not cash. Rewards have no cash value and can only be redeemed in the Go365 Mall. Rewards must be earned and redeemed in the same plan year.

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, marital status, or religion. 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 **1-877-320-1235** 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, **1-800-368-1019**, **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: **1-800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 1-877-320-1235 (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. 1-877-320-1235 (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 resewva 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 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

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