



Go365 by Humana[®]

Well-being and rewards guide



Well-being for the life you want to live

Discover what you can do with **Go365 by Humana** in 2022



Plus, get answers to your questions

Why Go365?	3-4	
Get acquainted with Go365.com	5-7	
Go365 rewards	8	
Well-being activities	9	
Go365 Medicare Community	10	
Go365 by Humana “how-to”	11-15	

Earn as much as
\$305 in rewards
a year



“
Thank you, Humana, for making this program available to your members! The spectrum of healthy life pursuits provide inspirational, physical, emotional, mental and financial benefits. Great work!

”
Michael, Go365 by Humana member

This is your time to live life to the fullest



Humana makes it easier with **Go365 by Humana**—the well-being and rewards program connected to your Humana plan

Go365 is a Humana exclusive well-being and rewards program for Medicare Advantage members. Because supporting your physical, social and emotional well-being at this time in your life is an essential part of human care, Humana includes Go365 in your healthcare plan at no cost.



Choose what makes you healthier and happier

No matter what you like to do—and can do—Go365 encourages healthy activities that keep you moving, learning, socially engaged and young at heart.



Earn as much as \$305 in rewards every year

Go365 celebrates your accomplishments by giving you rewards for completing eligible activities. Earn and redeem your rewards for gift cards in the Go365 Mall that you can use for groceries, gas or just for fun.



Gain results you can see and feel

The Go365 program rewards you for doing healthy activities that may help you feel stronger, more flexible and balanced. Your small steps may add up to a healthier lifestyle for you.



Live your best life and protect your well-being as you age



3 ways to help you be more satisfied with your physical and mental health



Be active—it's never too late to move a little more

Being physically active can help you maintain your independence longer and manage or prevent chronic conditions. Moving more helps improve your strength, balance and flexibility—and that can make daily living a little easier, help prevent falls and may lower your risk of dementia.¹



Be social—add life to your days

Participating in activities you enjoy is a rewarding way to boost or maintain your well-being. Research shows that older adults who belong to social groups may live longer.² Being active in a hobby may lower the risk for developing health problems, and people who volunteer say they feel happier and healthier.²



Be proactive—protect your good health

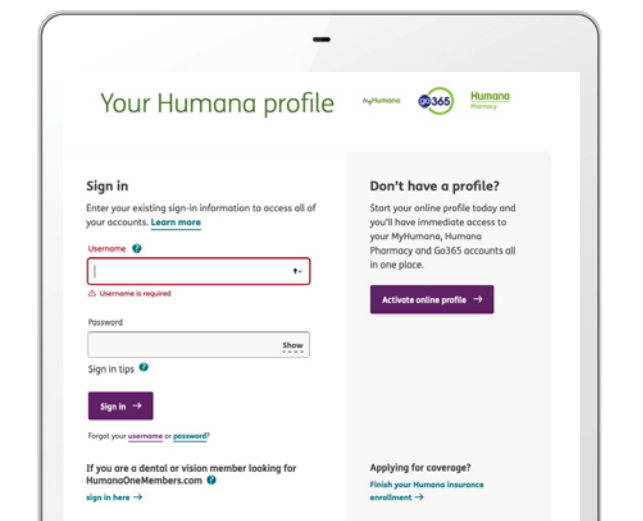
During this time in life, maintaining your health ensures your independence, security and productivity.³ Keeping up with preventive health screenings and oral exams can help you manage small issues before they become bigger health concerns. Learning about healthy meal planning, managing stress or working with a health coach can improve your quality of life.

Go365 brings it all together for you in one convenient, easy program that rewards you for completing social and health education activities, fitness activities and preventive health screenings.

Get acquainted with **Go365.com**



We make it easy to get started and see your progress from a browser on your desktop, tablet or smartphone



Activate your account

Sign in at MyHumana.com or Go365.com to access your account. Or start an online profile and you'll have immediate access to MyHumana, Humana Pharmacy and Go365 accounts you use all in one place.

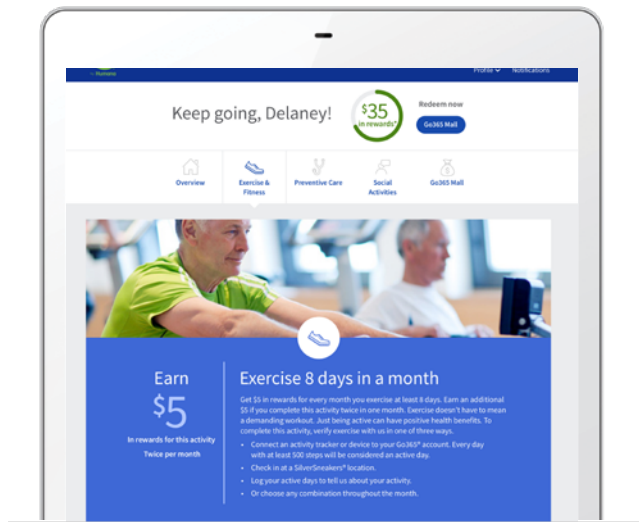


Check your dashboard

Check your rewards, update your online profile and see a snapshot of your next best steps and activities.

Get acquainted with **Go365.com**

Find rewarding ways to move more, be social and protect your health



Choose your activities

Scroll to find exercise and fitness, social and health education and preventive care activities. [Or check out the all-in-one list.](#)

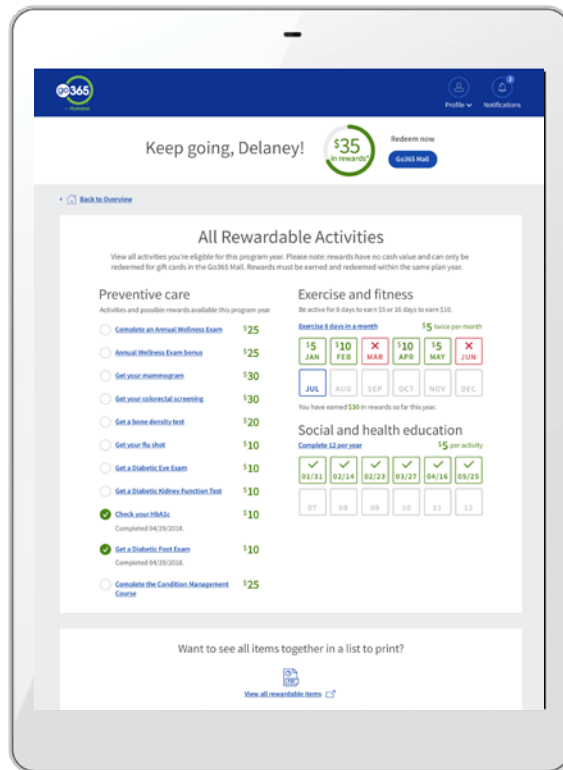


Track what you did

Connect an activity tracker or other device to your Go365 account; every day with at least 500 steps will be considered an active day. Or use the [simple form](#) for telling us about your fitness activities or active days.

Get acquainted with **Go365.com**

It's time to go shopping in the Go365 Mall









Redeem and enjoy!

When your rewards balance in your Go365 account reaches \$10, you can start redeeming in the [Go365 Mall](#).

Go all-in to earn as much as **\$305 in rewards** a year



Here's how your small steps can add up to big rewards

 Active days		 Social and health education		 Preventive care	
Fitness and exercise activities reported by your activity tracker automatically show up in your Go365 account.		It's easy to earn rewards by letting us know which eligible activities you completed, and where and when you did it.		Rewards for preventive screenings should show up automatically if billed through your Humana medical plan.	
 Or you can fill out an online form at Go365.com		 Complete the online form at Go365.com		 Or you can download a form on Go365.com and submit by mail	
Complete up to two times each month		Complete up to 12 activities per year			
Be active (500 or more steps a day) for 8 days	\$5 in rewards a month	Social activities	\$5 in rewards per eligible activity	Breast cancer screening	\$30 in rewards
Be active for 16 days	\$10 in rewards a month	Health education activities	\$5 in rewards per eligible activity	Colorectal cancer screening	\$30 in rewards*
Earn up to \$120 per year		Earn up to \$60 per year		Annual Wellness Visit	\$25 in rewards†
				Bone density test	\$20 in rewards
				Cardiovascular disease screening	\$10 in rewards*
				Flu shot	\$10 in rewards
				Earn up to \$125 per year	

*If applicable

†Rewards may vary by plan.

All amounts listed are reward values and are not cash. Rewards have no cash value and must be earned and redeemed within the same program year. Any rewards not redeemed by December 31 will expire.

Well-being activities as unique as you are



You choose what gets your heart beating, brings you joy or protects your health. We'll recognize and reward you along the way.



Earn up to
\$120

in rewards per year

Fitness activity examples

- Walk with friends (including your four-legged buddy)
- Vacuum the house
- Garden or clean up around the yard
- Go for a bike ride
- Dive into a water aerobics class or swim
- Play with the grandkids
- Dance 'til dawn
- Stretch your muscles
- Work out at home or online
- Hit the links or the court



Earn up to
\$60

in rewards per year

Social and health education activity examples

- Volunteer for a cause you care about
- Join a book club
- Take a painting or pottery class
- Relax with a group yoga class
- Take a Humana Neighborhood Center health education class like:
 - A cooking demo
 - A lesson on healthy meal planning
 - Class and video about your health condition
 - Program about how to avoid falls



Earn up to
\$125

in rewards per year

Preventive activity examples

- Complete your Annual Wellness Visit*
- Complete a colorectal cancer screening
- Get a cardiovascular screening
- Get your annual flu shot
- Measure your bone density
- Stay on top of Diabetes with eye exams, kidney function test, and HbA1c
- Complete a breast cancer screening (or mammogram)



Redeem your rewards for gift cards you'll actually use

When you have \$10 in rewards you can start redeeming for gift cards to popular retailers. Or save up to get a larger value gift card. All rewards must be redeemed by December 31 of each year. Rewards do not carry over.

[Click here](#) to see the list of activities and rewards

*Rewards may vary by plan.

Welcome to your community

Our door is always open so you can meet new friends, explore healthy living and learn some new tricks



Humana Neighborhood Centers are here for you with a unique calendar of special events, programs and activities designed to help maintain your physical and mental health.

HumanaNeighborhoodCenter.com



Go365 Medicare Community is a special online gathering place where members can meet and share ideas and tips on topics like fitness and healthy living. Join a group that interests you and become part of the conversation. Plus, it's your go-to resource for fast, easy answers and support from other members like you.

[Go365 Medicare Community](#)



How to work the well-being and rewards program that works for you

Your quick Go365 by Humana “how-to” guide



How to create your online profile

Go to Go365.com, click **Sign In** and go to the **Don't have a profile** section. Choose **Activate online profile**. Complete the fields with your Member ID, date of birth and zip code associated with your Humana policy, then select **Continue**. Enter and confirm your email address, then create a username and password for your account. You will see your username and email address associated with your profile. Then select **Sign in now** and **get started** to continue.

[Learn more](#) 

How to access Go365 from the Humana.com website

On Humana.com, choose **Sign In** in the upper right corner. Sign in with your Humana username and password and click **Sign In**. Then select **Go365** on the white navigation bar. Then you'll see a Go365 screen with your current rewards balance. Click on the **Go to Go365** link to get to the website.

[Learn more](#) 



Logging in: Security across multiple devices

Logging in from a new device, or has it been a while since you’ve logged in? Here is how to tell us your device is okay, and allow you to gain access to your account.

To protect your privacy, Humana will let you know “We don’t recognize the device you’re using.” You can then follow these easy steps to get in:

- Humana will send you a confirmation code, good for 20 minutes
- Enter the code on the website

This 2-factor authentication process is an additional layer of security to help protect your personal information and privacy when signing in to Go365 and accessing your accounts.

If you are new to Go365—go to Go365.com, select **Sign In** and then **Activate online profile**. Complete the fields with your Member ID, date of birth and zip code associated with your Humana policy, then select **Continue**. Enter and confirm your email address, then create a username and password for your account. You will see your username and email address associated with your profile. Then select **Sign In Now** and **get started** to continue.

[Watch video](#) 

How to find your username or password

Go to Go365.com and click **Sign In**. Then click on **forgot username or password**.

- If you forgot your username, enter your personal information and hit **Submit** and you will be prompted to verify the information displayed is yours. After verifying, your username will be provided to you!
- If you forgot your password, enter your username and click **Continue**. Then complete the security authentication to confirm and click **Continue**. Create a new password that



meets the listed requirements and click **Continue**. You will receive confirmation that your change was successful.

[Find more details here](#) 

How to connect an activity tracker or device

Connect an activity tracker or device to your Go365 account to have your exercise and fitness activity tracked automatically. Go to Go365.com, find the section titled Activity Tracker and click on **Manage Activity Trackers** on your Dashboard. Then find your tracker and click **Connect** to see step-by-step directions. If you can't find your device, [check the list](#). Some devices aren't compatible with our system. If this is the case for your device, you can still submit your activity on a [paper workout tracker](#).

When you have your device connected to your Go365 account, be sure that your step data is consistently showing on your device (example: be sure that your Fitbit steps are showing within your Fitbit app). After the step data is synced, and showing on your device, it will automatically transfer to Go365 within 24-48 hours.

[Learn more](#) 

How to get credit for workouts

Sign in to Go365.com and click on the **Exercise and Fitness** tab. Scroll down to your calendar and choose **Tell Us About Your Activity** by entering the the date that you completed the exercise activity (minimum of 500 steps) and then **Mark as Complete**.

[Learn more](#) 

If you want to manually submit your active days, download the 2022 Workout Tracker and follow the directions on page 2.

[Download 2022 workout tracker](#) 



How to submit a social and health education activity

From the [Go365.com](https://www.go365.com) dashboard, click **Social Activities**. Choose the kind of activity you completed, fill in where and when you did it and click the **Submit** button.

[See more](#) 

How to submit a preventive screening

From the [Go365.com](https://www.go365.com) dashboard, click **Preventive Care**. Find the activity you completed and select **View Details**. Provide the date of the preventive care event. Then select **Choose a File** to upload a document as proof of your preventive care activity. (Remember to save your document to your desktop before uploading). Then click the **Submit** button. Please note, not all doctor visits earn rewards. See the [covered list](#) to help guide you.

The Annual Wellness Visit is more than a check-up; it's a special time for you and your doctor to sit down and chat about your risk factors and lifestyle, and to make a personalized prevention plan for your health.

[Learn more here](#) 

How to redeem your rewards

Once you have **\$10 in rewards** in your account, you can start to redeem them in the Go365 Mall.

- To redeem online, sign in to [Go365.com](https://www.go365.com) and click the **Go365 Mall** button on the Dashboard, then scroll through the available gift cards. When you find one you want to get, click on **View Gift Card**, select the value you want to redeem and the quantity of gift cards, then click **Add to Cart**. Review your items and click **View Cart**, then **Proceed to Checkout**. Verify your shipping address and contact information, accept the Go365 Mall Terms and Conditions, and place your order. You will receive a confirmation number and an email shortly after you order.



**How to redeem
your rewards
(cont.)**

- To redeem by phone, call our automated number to check your balance and place your order. Call 866-677-0999.

Gift cards are mailed via USPS and will be received in approximately 10-15 business days from the order date. The gift cards do not have an expiration date and can be used in future years. Rewards not redeemed by December 31 will be forfeited.

[Learn more](#) 

For more how-tos, visit the [Go365 Medicare Community today](#). [Go365 Medicare Community](#)

Sources

¹“Physical Activity Guidelines for Americans,” 2nd edition, U.S. Department of Health and Humana Services, last accessed November 2021, https://health.gov/sites/default/files/2019-09/Physical_Activity_Guidelines_2nd_edition.pdf.

²“Participating in Activities You Enjoy,” National Institute on Aging, last accessed November 2021, <https://www.nia.nih.gov/health/participating-activities-you-enjoy>.

³“Get the Facts on Healthy Aging,” National Council on Aging, last accessed November 2021, <https://www.ncoa.org/article/get-the-facts-on-healthy-aging>.

Rewards have no cash value and can only be redeemed in the Go365 Mall. Rewards must be earned and redeemed within the same plan year. Any rewards not redeemed by December 31st will be forfeited.

Speak to your doctor before starting a new exercise routine.

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請致電 877-320-1235 (TTY: 711)。

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