

# Vitality HealthyFood™ Member Experience

Humana commercial fully insured and HumanaOne members<sup>†</sup> within approved states<sup>‡</sup> can now take advantage of Vitality HealthyFood – an engaging way to get on a healthier path and save 5%\* on healthier food purchases at Walmart<sup>®</sup>.\*\*

## BLUE Vitality Status™



Sign into HumanaVitality.com



Complete your online Health Assessment (This process takes approximately 15 minutes to complete)



Confirm the primary subscribers' mailing address and all adult dependents on the HumanaVitality plan and click "Activate"



After accepting the Vitality HealthyFood Terms & Conditions, you'll have your Vitality HealthyFood card within 7-10 business days

## BRONZE Vitality Status or above



Sign into HumanaVitality.com and click on the "Get Healthy" tab



Locate the Vitality HealthyFood section and select "Sign up to start saving"



Confirm the primary subscribers' mailing address and all adult dependents on the HumanaVitality plan and click "Activate"



After accepting the Vitality HealthyFood Terms & Conditions, you'll have your Vitality HealthyFood card within 7-10 business days



## Upon receipt of the Vitality HealthyFood card



Go to any Walmart store\*\*



Purchase healthier foods that qualify for Great For You™ or stated in the online catalog



During checkout, present your Vitality HealthyFood card to the cashier or scan at any self-checkout register prior to payment



You will receive a 5 percent savings on each Great For You item that will be applied to your Vitality HealthyFood card within 5-7 business days. Once these savings have been applied, any balance remaining on the card may be redeemed at any Walmart Neighborhood Market or Walmart retail store where Walmart gift cards are accepted.

To check the balance on your Vitality HealthyFood card, sign in to your HumanaVitality account and click on Get Healthy, then Vitality HealthyFood, then "View Your Vitality HealthyFood Card Balance on Walmart.com" link. This link will take you to a Walmart.com site, prompting you to enter the card information located on the back of the Vitality HealthyFood card or visit [www.walmart.com/giftcards](http://www.walmart.com/giftcards). You will need to have your Vitality HealthyFood card in order to view your savings at Walmart.com.

You can access HumanaVitality.com or Walmart.com for a full list of healthier foods that qualify for Great For You.

<sup>†</sup>HumanaVitality members must be 18 years of age or older to be eligible to participate in the Vitality HealthyFood program. The Vitality HealthyFood program is not available to all HumanaVitality members and is only available with certain plans or products offered by Humana.

<sup>‡</sup>HumanaVitality is not an insurance product. Humana Plans are offered by Humana Medical Plan, Inc., Humana Employers Health Plan of Georgia, Inc., Humana Health Plan, Inc., Humana Health Benefit Plan of Louisiana, Inc., Humana Health Plan of Ohio, Inc., Humana Health Plans of Puerto Rico, Inc. License # 00235-0008, Humana Wisconsin Health Organization Insurance Corporation, or Humana Health Plan of Texas, Inc. - A Health Maintenance Organization, or insured by Humana Health Insurance Company of Florida, Inc., Humana Health Plan, Inc., Humana Health Benefit Plan of Louisiana, Inc., Humana Insurance Company, Humana Insurance Company of Kentucky, Emphesys Insurance Company, Humana Insurance of Puerto Rico, Inc. License # 00187-0009, or administered by Humana Insurance Company or Humana Health Plan, Inc. Statements in languages other than English contained in the advertisement do not necessarily reflect the exact contents of the policy written in English, because of possible linguistic differences. In the event of a dispute, the policy as written in English is considered the controlling authority.

For Arizona Residents: Offered by Humana Health Plan, Inc. or insured by Emphesys Insurance Company or insured or administered by Humana Insurance Company. Please refer to your Benefit Plan Document (Certificate of Coverage/Insurance or Summary Plan Description) for more information on the company providing your benefits.

Our health benefit plans have limitations and exclusions.

\*The 5% savings will be applied to that member's Vitality HealthyFood card within 5-7 business days. Once applied, the savings may be used on any future purchase made at Walmart where gift cards are accepted.

\*\*The Vitality HealthyFood program is only available at Walmart Neighborhood Markets and Walmart retail stores. Sam's Club stores and Walmart.com are excluded from the Vitality HealthyFood program.

## **Improvements to Vitality HealthyFood™ Member Experience**

We are already receiving feedback on the Vitality HealthyFood™ program and will be making adjustments to the member marketing materials to help clarify the member experience using their Vitality HealthyFood Shopping Card at Walmart® stores.

In the meantime, here are a few clarifications about how the checkout process works when a member uses their Vitality HealthyFood Shopping Card at Walmart.

Once a member has completed their Health Assessment and are at Bronze Vitality Status™ or higher, they can sign up for Vitality HealthyFood. All they need to do is confirm the primary subscriber's mailing address and accept the Terms & Conditions. Then we'll send Vitality HealthyFood Shopping Cards for all covered adults to the primary subscriber's mailing address within 7-10 business days.

After receiving the Shopping Card, members take it with them to Walmart and follow these instructions.

If you are at a cashier checkout lane:

- At checkout, after the Walmart cashier has told you the amount you owe, tell them you have a Shopping Card and have that scanned before you pay.

If you are at self-checkout:

- At checkout, once you have rung up all of the items in your basket, select "Finish and Pay".
- Select "Shopping Card" and scan your card. Then, select your final method of payment and pay for your items.

We'll apply 5% savings to the Shopping Card for all Great For You™ healthier foods purchased within 5-7 business days. Members can then redeem savings on their next purchase at Walmart.<sup>1</sup>

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<sup>1</sup> The 5% savings will be loaded as credits to that member's Vitality HealthyFood card. Once credited, the savings may be applied on any future purchase at Walmart. The Vitality HealthyFood program is only available at Walmart Neighborhood Markets and Walmart retail stores. Sam's Club stores are excluded from the Vitality HealthyFood program