



Clinical care and wellness services

Programs that support you

Wellness programs that support you

- Go365® —a personalized wellness and rewards program
- Text and email alerts to remind you about key health exams or benefits
- Healthy Life Coaching to help guide and support you with health and life goals

For chronic illness and long-term health

- Chronic condition management

Serving specific health situations

- Maternity program: HumanaBeginnings®
- NICU management
- Case management
- Transplant management

For chronic illness and long-term health

Program	What's in it for you
Chronic condition management	<ul style="list-style-type: none"> • Ongoing relationship with a clinician, who educates you about the healthcare system, choices and self-management • Seeks to examine root cause of negative behavior and motivate positive behavior change • Service provides support to all eligible members, regardless of condition, and has implemented disease-specific best practices for members living with high-priority conditions • Combines medical and behavioral support to improve mental health issues



GCHJXPEN 0722



For access to these programs

Go365 – Connect 24/7 by visiting Go365.com, using the Go365 app or via MyHumana.

You can also call our **Nurse Advice Line** at **800-491-4164 (TTY: 711)**. Nurses are available Monday – Friday, 8:30 a.m. – 6:30 p.m., Eastern time.

Wellness programs and services to help improve your health

Serving all levels of need

Program	What's in it for you
Go365*	<ul style="list-style-type: none">• A personalized health and wellness solution that rewards you, no matter where you are on your journey to better health• Accumulate Points for completing eligible, everyday activities; for every Point, you earn a Buck for up to 30,000 Bucks each plan year to spend in the Go365 Mall on items like fitness gear and devices, gift cards, movie tickets and more <ul style="list-style-type: none">• Go365 can help identify health risks and steps to improvement based on completion of the Go365 Health Assessment and other wellness activities• Activity in the program triggers recommended activities and may result in referral into clinical programs when applicable
Humana health alerts (gaps in care)	<ul style="list-style-type: none">• Humana proactively communicates with you via multiple channels when the following gaps are identified: preventive care, condition-specific best practices, drug-to-drug interactions, drug-to-disease interactions
Healthy Life Coaching	<ul style="list-style-type: none">• Our coaches specialize in supporting behavior change to help you set and achieve goals. Coaches work with you by phone to help you maintain positive changes in key life and health areas. <ul style="list-style-type: none">• Coaches can help you with health goals like physical activity, healthy eating, weight management, sleep and quitting tobacco. They can also support you with life goals such as job satisfaction, career development, work-life balance, financial well-being and more.



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Serving specific health situations

Program	What's in it for you
Maternity program: HumanaBeginnings*	<ul style="list-style-type: none">• If you or a covered dependent is an expectant mother, you'll get prenatal education and support from a nurse to help reduce premature birth, NICU admissions and pregnancy complications
NICU management	<ul style="list-style-type: none">• Care coordination for you and your family when faced with complicated health situations that result in a NICU admission for your newborn
Case management	<ul style="list-style-type: none">• Help navigating your experience while hospitalized• Improved outcomes and experience following your hospitalization• Guidance and support for complex and catastrophic situations
Transplant management	<ul style="list-style-type: none">• Nurses guide and coordinate transplant-related services from evaluation until one year after transplant

*These programs may offer Go365 Points. You may earn Points in Go365 for the clinical program if it appears as a recommended activity within your Go365 account.

Go365 is not an insurance product. This is a general description of services which are subject to change. Please refer to Customer Support for more information.

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write your Humana insurance agent or the company. In the event of any disagreement between this communication and the plan document, the plan document will control.

Note that gift cards may present federal, state and local tax consequences to you. Any related taxes are solely your responsibility. Please consult your tax adviser.



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

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك