

Member guide



Use this guide to get the most out of your Go365[®] experience



Welcome to Go365



The guide will walk you through the Go365® program and how it works. It includes resources and information to help you participate and engage more with the program. Simply find a topic that interests you, then select the icons to download the materials you want to review.



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Member resources



Go365 Community

Members can visit our Go365 Community to ask questions or browse answers to common questions that others have asked about all things Go365. Full functionality of this platform is available when members sign in with their Go365 username and password.



Social media sites

If members post questions about Go365 via one of our social channels, our social media experts will help them get the answers they need. Our social media sites include:

 [Facebook](#)

 [Twitter](#)

 [YouTube](#)



Customer service

Members can connect with our dedicated Customer Service team by asking questions through the Go365 Community, using the Secure Chat feature on Go365.com, or calling the number on the back of their Member ID card.

What is Go365?

Go365® makes wellness fun and easy! Explore this well-being and rewards program that empowers you to achieve a happier, healthier lifestyle every day. Track your progress with compatible fitness devices and apps that work for you. Plus, you can unlock personalized activity recommendations and earn rewards as you move along your health journey.



Unlock activities

Receive recommendations for personalized activities to help you reach your health goals —no matter where you are on your journey. And earn Points for completing them.

More Points, higher Status

Earn more Points and reach higher Status levels. Get your spouse and kids involved too and see how fast you can move up.

Earn rewards

The higher Status you achieve, the more Bucks you can earn to spend in the Go365 Mall.

DOWNLOADABLE MATERIALS:



FLYER
Rewards

Here's how many Points you need to move up in Status:

				
<h3>Three ways to move from Blue to Bronze</h3> <ol style="list-style-type: none"> 1. Complete at least one Health Assessment section online or on the Go365 app. 2. Get a Biometric Screening. 3. Verify a workout. 		<p>PRIMARY MEMBER: 5,000 One adult per policy</p>	<p>8,000 One adult per policy</p>	<p>10,000 One adult per policy</p>
		<p>PRIMARY MEMBER + SPOUSE: 8,000 combined two adults per policy</p>	<p>12,000 combined two adults per policy</p>	<p>15,000 combined two adults per policy</p>
		<p>ADULT CHILD: +3,000 for each member 18 years and older per policy</p>	<p>+4,000 for each member 18 years and older per policy</p>	<p>+5,000 for each member 18 years and older per policy</p>

Adult children can only move a family to Bronze Status by completing a verified workout. Adult children are not eligible to earn Points or Bucks for Health Assessment completion or bonuses, biometric screening completion or for having in-range results. Bucks have no monetary value and can only be used in the Go365 Mall.

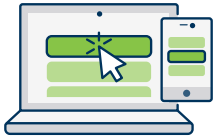
Getting started with Go365

It's simple getting started with Go365.

Below you will find downloadable materials to help you better understand registering, earning Points, connecting your fitness device, and downloading the Go365 app.



Follow these three steps to get rewarded for your healthy behaviors.



1. Activate account

Download the Go365® app or visit **Go365.com** to access your secure, password-protected Go365 account and program.



2. Take the next step

Three easy ways to start earning Points and get to Bronze Status:




- Complete at least one section of your Health Assessment.
- Get your Biometric Screening.
- Verify a workout.



3. Enjoy the rewards

Keep earning Points by completing healthy activities. The more Points you earn, the more Bucks you will have to spend in the Go365 Mall.

DOWNLOADABLE MATERIALS:

-  **FLYER**
Member checklist
-  **FLYER**
The Go365 app
-  **FLYER**
How to earn Points
-  **GUIDE**
Device compatibility



Join the Go365 support community

Community.Go365.com

Download the Go365 app today



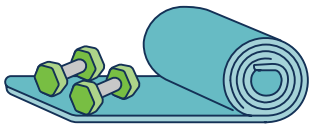
Make the most of your Go365 experience

You earn points when you and your family participate in a wide range of activities from preventive screenings to everyday healthy activities like exercising. The more Points you earn, the more Bucks you get to spend at the Go365 Mall. The higher your status, the more rewards you can receive.



To make the most of your Go365 program, sign in to your account and check out your dashboard where you can view different types of activities and access courses like Evolve with Go365.

Ways to earn Points in Go365®



Standard activities: things you can do every day to get healthier.



Recommended activities: personalized based on your Health Assessment responses.



For your kids: playing in a sports league or getting their preventive shots and screenings can contribute to your family's overall Points and Status.

DOWNLOADABLE MATERIALS:



FLYER
Recommended activities



FLYER
Go365 Kids



FLYER - CHOOSE PLAN
Ways to reach higher Status levels



Primary member



Member + spouse



Adult child

Download the
Go365 app today



Have questions?
[Visit the Go365
Community page](#) for
more information.

What to know before you renew

Get ready for a new program year by finishing the year strong. Increasing your Status before the program ends is the best way to earn Bonus Bucks and achieve a higher Status the next year. So go for the Bronze and keep going!



Get ready, get set

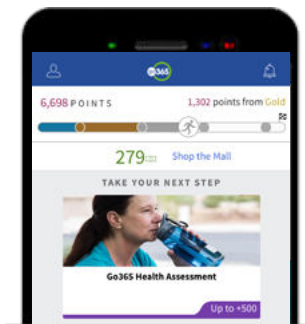
Here are a few things to look forward to when your program year renews:

- Extra Bonus Bucks upon reaching prior year highest Status.
- Up to 1,250 Points for taking the Health Assessment.
- 10% of your Points carry over.
- All of your unspent, unexpiring Bucks carry over.

Go

Go confidently into your new Go365® program year.

- Celebrate your progress and results, like improved Biometric Screening numbers, a lower Go365 Age or crossing the finish line of your first 5K.
- Create new goals and aim for more Points, higher Status and better rewards.

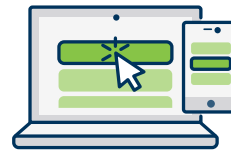


Check your Go365 dashboard to see where you stand

Download the Go365 app today



Getting to Bronze Status is easy. Choose any of these three activities:



Complete at least one section of the Health Assessment.



Get a Biometric Screening.



Verify a workout.

Adult children can only move a family out of Blue Status by completing a verified workout.



Have questions? Visit the [Go365 Community page](#) for more information.

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 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'í béesh 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

GCHJV5REN 0721

