



# NO HEAVY LIFTING REQUIRED

## Only simple answers

Answers to common questions about Go365® by Humana for Medicare members. Go365 is a way to get healthier and earn rewards.



### Q. What is Go365 by Humana?

A. Go365 by Humana is a wellness program that rewards you for making healthier choices. It's a fun way to learn more about your current health and what you can do that may improve your health. Go365 will provide recommended activities to help keep you on track. And you'll earn rewards along the way.

### Q. How do I get started?

A. The Go365 Health Assessment is a great place to begin. This is a questionnaire of general health, along with factors like nutrition and physical activity habits. Upon completion, you'll get your Go365 Age and unlock recommended activities just for you. But you can also jump into the program any way you like with fitness, prevention and other education activities.

### Q. What if I don't have access to a computer?

A. You can still get healthier and earn Go365 Bucks with Go365. All the ways to participate are included in the Humana Well-being Guide sent to you at the start of your plan year.

### Q. What is my Go365 Age?

A. You have your chronological age and your Go365 Age—your physical age. You may be living older or younger than your years. Completing your Go365 Health Assessment gives you your Go365 Age.

### Q. What is a biometric screening?

A. The biometric screening goes farther than the Go365 Health Assessment, measuring your body mass index, blood pressure, glucose and total cholesterol. It's a more complete picture of current health and possible health risks that could signal a need to make changes. It's also a great way to earn up to 4,000 Go365 Bucks to spend in the Go365 Mall.

### Q. How do I get a biometric screening?

A. Get your biometric screening at your Welcome to Medicare preventive visit, during your Annual Wellness Visit with your primary care physician or at one of Humana's participating providers; your cost may vary depending on your plan benefits. Go365 Bucks are not awarded automatically for your biometric screening. Bring the biometric screening form to your appointment and submit your results as noted on the form. Get the form at **Go365.com/BiometricForm** or by calling the number on the back of your Humana member ID card.

### Q. How do I submit preventive screenings for Go365 Bucks?

A. All qualifying preventive screenings are automatically awarded if submitted through Humana claims. For screenings not submitted to Humana, you must send in the completed Preventive Activity Form along with valid proof of completion. Get the form at **Go365.com** or by calling the number on the back of your Humana member ID card.



**Q. How many Go365 Bucks can I earn every plan year?**

**A.** You can earn up to 30,000 Go365 Bucks each plan year.

**Q. How many Go365 Bucks do I need to redeem in the Go365 Mall?**

**A.** It only takes 1,000 Go365 Bucks to redeem a \$10 gift card. You can order by mailing in the Medicare Mall Catalog Order Form or redeem online at [Go365.com/shop](http://Go365.com/shop).

**Q. Do my Go365 Bucks expire at the end of the plan year?**

**A.** Yes. The Go365 Bucks you earn in a plan year must be spent in that plan year. Any Go365 Bucks not spent by the last day of your plan year will expire.

**Q. What if a condition or disability prevents my participation in certain Go365 recommended activities?**

**A.** If something prevents your doing the recommended activities, call the number on the back of your Humana member ID card. We'll help you find another way to earn rewards through Go365.

**Q. How can I use workouts at fitness facilities to earn Go365 Bucks?**

**A.** If your Humana Medicare Advantage plan offers Tivity Health SilverSneakers® Fitness program, your participating facility will automatically notify your workout information to Go365 to reward Go365 Bucks. If you're not a SilverSneakers member, join a participating fitness facility at [Go365.com](http://Go365.com) or call the number on the back of your Humana member ID card to connect your membership to your Go365 account. You can also earn Go365 Bucks by tracking your steps with a compatible fitness device.

Humana is a Medicare Advantage HMO, PPO and PFFS organization with a Medicare contract. Enrollment in a Humana plan depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits may change each year.

Go365 Bucks have no cash value and can only be spent in the Go365 Mall. Go365 Bucks must be earned and redeemed within the same plan year. In accordance with the federal requirements of the Centers for Medicare & Medicaid Services, no amounts on the gift cards shall be used to purchase covered medical supplies or prescription drugs nor are they redeemable for cash.

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