

What happens to my HumanaVitality[®] account on January 1st, 2017?

On January 1st, Go365™ will replace HumanaVitality. All of your HumanaVitality program information will transfer to the new experience. *Time to explore!*



How do I access Go365 on January 1st?

Online at Go365.com

Sign in using your HumanaVitality username and password. If you have Humana health insurance, you can access your Go365 account at Go365.com or through MyHumana. The first time you sign into Go365 you will be asked to review and accept the Go365 program Terms and Conditions before accessing the site or App.

If you try to sign in at HumanaVitality.com you will be automatically redirected to Go365.com.

Go365 Mobile App

The **Go365 App** will be available for download on the App or Google Play stores starting on January 1st. Download the **Go365 App** and use your HumanaVitality username and password to sign in. The first time you sign into Go365 you will be asked to review and accept the Go365 program Terms and Conditions before accessing the site.

If you try to sign in on the HumanaVitality App you will be prompted to install the Go365 App and uninstall the HumanaVitality App.



What will happen to my Points, Bucks and Status on January 1st?

Points: You will not lose any Points. All your Points will carry-over to Go365. If your Go365 program renews on January 1st, 10% of your Points will carry-over, just like they do in HumanaVitality. You may view current and prior year Points on your Go365 Statement.

Bucks: You will not lose any Bucks, unless you have Bucks expiring. All non-expiring Bucks will carry-over to Go365. The Bucks expiration rule from HumanaVitality will apply to Go365, where all Bucks expire three years after the year they were earned.

One-time Bucks adjustment: If you are Silver Status or higher with Bucks in your account on December 31st, you will receive a one-time Bucks adjustment equal to the buying power of your old Mall Status discount. On January 1st, your Go365 Dashboard will reflect your new Bucks balance.

Here is a sample of how many Bucks would be added to your account if you ended the program year with 8,000 unspent Bucks. Your 8,000 unspent Bucks would carry-over AND you would get additional Bucks added to your account.



Status Level on December 31 st	One-time Bucks Adjustment
Silver	889
Gold	2,000
Platinum	5,333

To determine your one time Bucks adjustment, follow this calculation for your Status level:

Silver: Bucks balance ÷ .9 - Bucks balance
Gold: Bucks balance ÷ .8 - Bucks balance
Platinum: Bucks balance ÷ .6 - Bucks balance

Status: If your program renews on January 1st, you will revert to Blue Status.

If your program does not renew on January 1st, you will retain your earned Status as of December 31st, 2016.



Will I get a new member ID card? Can I still use my existing HumanaVitality member ID card?

You will not get a replacement Go365 member ID card. You can continue to use your existing HumanaVitality member ID card and member ID number.



I have devices synced to my HumanaVitality account. Will I need to reconnect and sync my devices to Go365?

No, you will not need to reconnect or resync your fitness tracking devices or your fitness facility to your Go365 account. If you use a Humana g1.0 or g2.0 pedometer, you can continue to use them to track and earn Points for your steps in Go365. Your HumanaVitality daily workouts will be displayed on the Go365 workout page so you can view activity prior to January 1st.



Will I still get Points for workout data that is uploaded after January 1st but was completed prior to January 1st?

Yes, you will still receive all workout Points. Workout Points earned before January 1st will be awarded using the HumanaVitality workout Point structure, and will appear on your Go365 workout page.



What happens if I have active Goals, Challenges or Milestones on December 31st?

You do not need to restart any of your active Goals, Challenges or Milestones. Wherever you left off at the end of 2016 in HumanaVitality will carry-over to Go365 on January 1st.





How do I get started with Go365?

Register or sign-in and accept the Go365 Terms and Conditions. Then verify your contact information and communication preferences so we know how to reach you and what information you want to receive. View the self-guided tour to learn more about your Go365 experience or select an activity to complete.



How is the program changing?

Go365 is still the wellness and rewards program you love. You will still complete healthy activities, earn Points, raise your Status and get Bucks to spend on great items in the Go365 Mall. We've made a few improvements that will make your experience better, easier and more fun! The biggest difference you'll see is with your new online experience. Activities will be easier to find, your Health Assessment easier to complete and navigating the site will feel much simpler.

Here are a few more improvements:

Getting to Bronze Status:

Go365 offers three ways to reach Bronze Status:

- Complete at least one section of your Go365 Health Assessment online or on the Go365 App
- Get a Biometric Screening
- Log a verified workout

Due to new government regulations, adult children can only move a family into Bronze Status by completing a verified workout.

Taking the Health Assessment

We strongly encourage you to complete your Health Assessment (HA) each program year so we can personalize your Go365 program and activities based on your health status. The more HA sections you complete, the more Recommended Activities you will unlock that will help you get healthier and earn more Points.

The Go365 Health Assessment is broken out into six, easy to complete sections worth 50 Points each. You can complete as many as you want at a time and come back any time to finish the rest. To get your Go365 Age you must complete the entire HA. The maximum number of Points you can earn in a program year for completing all sections of your HA is 500 (6 sections x 50 Points each + 200 Points once all sections are complete). There is still a 250 Point bonus for completing your HA in the first 90 days of your program year and a 500 First Step Point bonus the first time you complete your HA (once per lifetime). If you completed your HumanaVitality Health Assessment, you are not eligible for the First Step HA bonus in Go365.

- If your program renews on January 1st, retake your HA in the new program year just as you would with HumanaVitality.



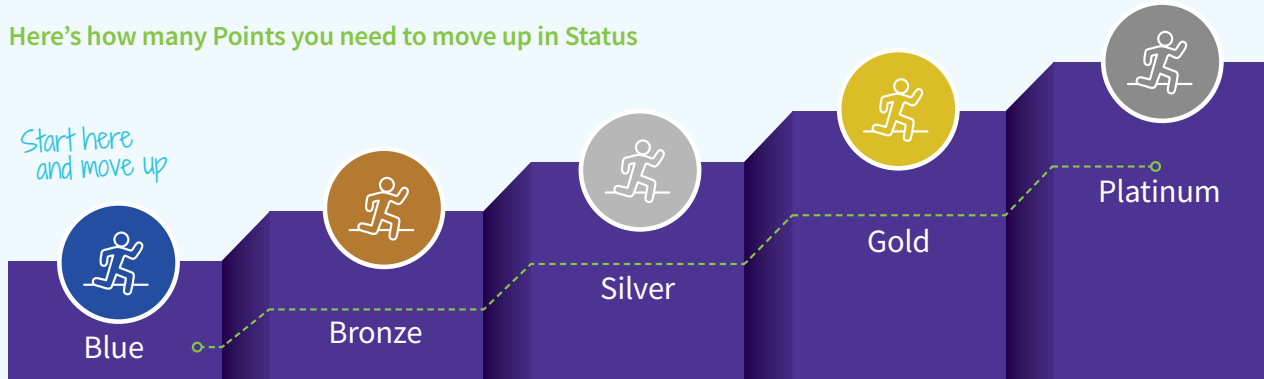
- If your program does not renew on January 1st and you already completed your HumanaVitality Health Assessment, your results will carry-over to Go365 and you do not need to retake until your program year renews.

Due to new government regulations, adult children are not eligible to earn Points or Bucks for Health Assessment completion.

Points:

- You will continue to earn Points in Go365 the same way you did in HumanaVitality. The number of Points needed to move up to each Status level will not change.

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



3 ways to get to Bronze

1. Complete at least one Health Assessment section online or on the Go365 App
2. Get a Biometric Screening
3. Log a verified workout



5,000 One adult per policy	8,000 One adult per policy	10,000 One adult per policy
8,000 combined two adults per policy	12,000 combined two adults per policy	15,000 combined two adults per policy
+3,000 for each member 18 years and older per policy	+4,000 for each member 18 years and older per policy	+5,000 for each member 18 years and older per policy

Adult children can only move a family to Bronze Status by completing a verified workout.

- We removed the Point earning maximums in all Point categories (Education, Prevention, Fitness and Healthy Living) so you can earn Points completing activities you want.
- Go365 will have a new Points earning structure for your verified daily workouts:

Verified workout type	Point structure
Steps	1 Point per 1,000 steps
Heart Rate Monitor	5 Points for every 15 minutes above 60% of maximum heart rate
Calories	5 Points per 100 calories if burn rate exceeds 200 calories per hour
Participating fitness facility	10 points per day



- Calculating daily workout Points:
 - Each day, Go365 will look at Points earned across all workout types and award the category with the highest value for that day. Points are awarded for one workout type per day. A week is defined as Sunday-Saturday.
- New Fitness Points:
 - 500 Points for your first verified workout (once per lifetime)
 - 750 Points for your first verified workout each program year
 - 50 Bonus Points when you exceed 50 weekly workout Points OR
 - 100 Bonus Points when you exceed 100 weekly workout Points
 - You may only earn one weekly Bonus (50 or 100 Points, not both)
 - The maximum number of daily workout Points awarded is 50
- New annual Point maximums:
 - Athletic event: 3,000 Points
 - Sports Leagues: 1,400 Points

Bucks:

- We increased the maximum amount of Bucks you can earn in a program year from 18,000 to 30,000, giving you more Bucks to spend on your favorite Go365 Mall items.
- With Go365 we introduce Bonus Bucks! Bonus Bucks are awards that are not tied to Points and increase your buying power in the Go365 Mall. Earn Bonus Bucks when you reach a new Status level, and Double Bonus Bucks when you achieve your prior year highest Status:

Status	Awarded for primary Go365 member		Awarded for each additional family member 18 years and older	
	Bonus Bucks Awarded for next Status level achievement	Bonus Bucks Awarded when you reach your prior year highest Status	Bonus Bucks Awarded for next Status level achievement	Bonus Bucks Awarded when you reach your prior year highest Status
Bronze	0	0	0	0
Silver	500 (1,000 Bonus Bucks awarded the first time you reach Silver Status)	1,000	250	500
Gold	1,500	3,000	750	1,500
Platinum	5,000	10,000	2,500	5,000



Mall:

- Status-based Mall discounts will go away, and you will be awarded Bonus Bucks for reaching higher Status levels (see Bucks above).

Go365 Community:

On January 1st, the HumanaVitality Community will become the Go365 Community. It will continue to be the best place to get your questions answered, learn about the program and connect to other Go365 members. The Go365 Community can be accessed—starting January 1st—at Community.Go365.com. Until then, continue to ask your HumanaVitality or Go365 questions on the HumanaVitality Community.

Name Changes:

Here is a list of program name changes you will see in Go365

HumanaVitality term	Go365 term	HumanaVitality term	Go365 term
Vitality Check®	Biometric Screening	Vitality Jackpot™	Go365 Jackpot
Vitality Bucks®	Bucks	Vitality Kids™	Go365 Kids
Vitality Age™	Go365 Age	HumanaVitality Mall	Go365 Mall
HumanaVitality App	Go365 App	Vitality Statement	Go365 Statement
HumanaVitality Health Assessment	Go365 Health Assessment	Vitality HealthyFood	HealthyFood
Vitality Status™	Status	Vitality Points	Points
Goals	Recommended Activities		

Question not answered here?

Ask your question on the HumanaVitality Community by visiting Community.HumanaVitality.com. This is the fastest way to get answers to your questions.



Discrimination is Against the Law

Humana, Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana, Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Humana, Inc. and its subsidiaries provide:

- 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.
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call 1-877-320-1235 or send an email to accessibility@humana.com, or if you use a TTY, call 711.

If you believe that Humana, Inc. and its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Discrimination Grievances
P.O. Box 14618
Lexington, KY 40512-4618

If you need help filing a grievance, Call 1-877-320-1235 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 the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-320-1235 (TTY: 711)**.

Español (Spanish): ATENCIÓN: si usted habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-320-1235 (TTY: 711)**.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-320-1235 (TTY: 711)**。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-320-1235 (TTY: 711)**.

한국어 (Korean): 주의 : 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 . **1-877-320-1235 (TTY: 711)**번으로 전화해 주십시오 .

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-320-1235 (TTY: 711)**.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-320-1235 (телетайп: 711)**.

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-877-320-1235 (TTY: 711)**.

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-320-1235 (ATS : 711)**.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-320-1235 (TTY: 711)**.

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-877-320-1235 (TTY: 711)**.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-320-1235 (TTY: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-320-1235 (TTY: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-320-1235 (رقم هاتف الصم والبكم: 711)**.

日本語 (Japanese): 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-877-320-1235 (TTY: 711)** まで、お電話にてご連絡ください。

فارسی (Farsi):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-320-1235 (رقم هاتف الصم والبكم: 711)**.

Diné Bizaad (Navajo): Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, kojí' hódíílnih **1-877-320-1235 (TTY: 711)**