

Humana's Moms First Program

All moms and moms-to-be need help some times. We offer support and resources for women who struggle with substance abuse or are in recovery. **We want our moms and their babies healthy and happy.**



While you're pregnant

Members in our Moms First Program get:

- Support from registered nurses and extra help if you struggle with substance abuse, or are in recovery
- Referrals for other treatment, services, and community-based resources
- Benefit information
- Education and support for partners

After your baby is born

Members in our Moms First Program get:

- A registered nurse to guide you through the hospital delivery, and to support you in the weeks after your baby is born
- Support and help from nurses trained to help newborns who need special care, when your baby needs this type of care
- Ongoing access to treatment, services, and community-based resources
- Family-planning information and services
- Benefit information
- Education and support for partners

We can help!

We created our Moms First program with you in mind.

Call us at 1-800-322-2758, extension **1500290**, Monday – Friday, 8:30 a.m. – 5:00 p.m.

Humana | Healthy Horizons™ in Florida



Go365 for Humana Healthy Horizons™

Go365 for Humana Healthy Horizons is a wellness program that offers you the opportunity to earn rewards for taking healthy actions. To earn rewards, you must download the Go365 for Humana Healthy Horizons App from iTunes/Apple Store or Google Play on a mobile device, create an account, and engage in activities.

You can redeem your rewards for e-gift cards to popular retailers.

Our members enrolled in our Moms First program can earn¹ a:

- **\$10 reward** after enrolling in the program
- **\$20 reward** for visiting an OB/GYN and having one prenatal visit
- **\$20 reward** for visiting and OB/GYN and having one postpartum visit

¹Prenatal visit with OB/GYN must occur during the first trimester or within 42 days of enrolling with the plan. Postpartum visit with OB/GYN must occur within 60 days after delivery.

Rewards have no cash value. The monetary amounts listed above are reward values, not actual dollars. For some rewards, your doctor has to tell us that you completed the healthy activity. Once we get this information from your doctor, you will see in the app the option to redeem the reward. For any reward you qualify to earn during the 2021 plan year, we must get confirmation from your doctor by no later than March 15, 2022.

Go365 for Humana Healthy Horizons is available to all enrollees who meet the requirements of the program. Rewards are not used to direct the enrollee to select a certain provider. Rewards may take 90 to 180 days or greater to receive. Rewards are non-transferrable to other Managed Care Plans or other programs. Enrollees will lose access to the Go365® App to the earned incentives and rewards if they voluntarily dis-enroll from the Humana Healthy Horizons or lose Medicaid eligibility for more than one-hundred eighty (180) days. At the end of plan year (December 31), enrollees with continuous enrollment will have 90 days to redeem their rewards.

Incentives and rewards cannot be used for gambling, alcohol, tobacco or drugs (except for over-the-counter prescriptions). Rewards may be limited to once per year, per activity. See activity description for details.

ENGLISH: This information is available for free in other languages and formats. Please contact our Customer Service number at 1-800-477-6931. If you use TTY, call 711, Monday – Friday, 8 a.m. to 8 p.m. **SPANISH:** Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al 1-800-477-6931. Si usa un TTY, marque 711. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m. **CREOLE:** Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan 1-800-477-6931. Si ou itilize TTY, rele 711, Lendi - Vandredi, 8 a.m. a 8 p.m. **FRENCH:** Ces informations sont disponibles gratuitement dans d'autres langues et formats. N'hésitez pas à contacter notre service client au 1-800-477-6931. Si vous utilisez un appareil de télétype (TTY), appelez le 711 du lundi au vendredi, de 8h00 à 20h00. **ITALIAN:** Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero 1-800-477-6931. Se utilizza una telescrivente (TTY), chiami il numero 711 dal lunedì al venerdì tra le 8 e le 20:00. **RUSSIAN:** Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру 1-800-477-6931. Если Вы пользователь ТТУ, звоните по номеру 711 с понедельника по пятницу, с 8.00 до 20.00.

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 aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at **1-800-477-6931 [TTY 711]**. If you believe that Humana Inc. or 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 **1-800-477-6931** or if you use a **TTY**, call **711**. You can file a grievance by mail or phone. If you need help filing a grievance, Customer Service is available to help you.

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 1-800-477-6931 (TTY : 711) .

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-477-6931 (TTY : 711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-477-6931 (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 1-800-477-6931 (TTY : 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-477-6931 (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 1-800-477-6931 (TTY : 711)。

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-477-6931(ATS : 711).

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-477-6931(TTY : 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-477-6931(телетайп: 711).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-477-6931 (رقم هاتف الصم والبك: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-477-6931(TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-477-6931(TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-477-6931(TTY: 711) 번으로 전화해 주십시오.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-477-6931(TTY: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-477-6931 (TTY: 711).

ภาษาไทย (Thai): ระวัง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-477-6931 (TTY: 711).

Diné Bizaad (Navajo): Díí baa akó nínízin: Díí saad bee yáníl'ti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódílnih 1-800-477-6931(TTY: 711).