



Member Registration Guide

This guide covers Go365 registration based on two member types. Reference the applicable slides based on member type:

1. Humana Medical Members (members who have Humana insurance)
See slides 3-10
2. Go365 Standalone Members (members who do not have Humana medical insurance)
See slides 11-17

See remaining slides for next steps after registration!



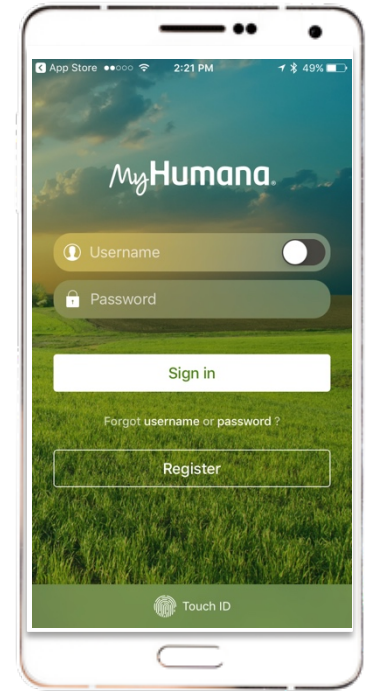
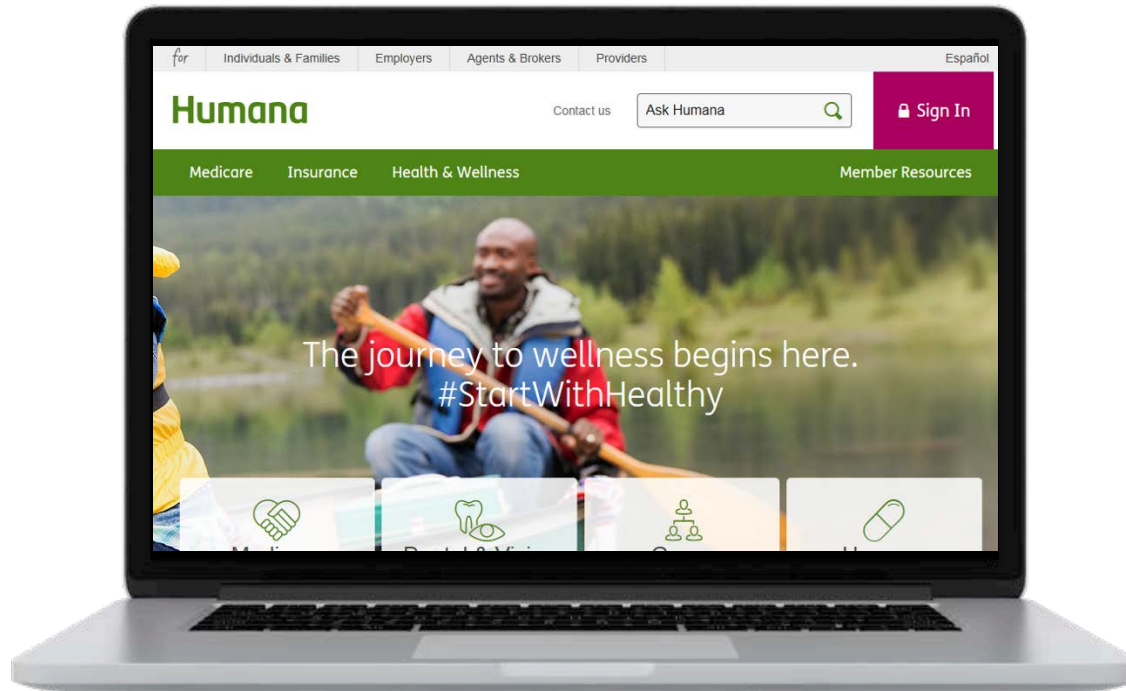


Humana Medical Member Registration Instructions

(members who have Humana insurance)

Two Ways to Register for Go365®

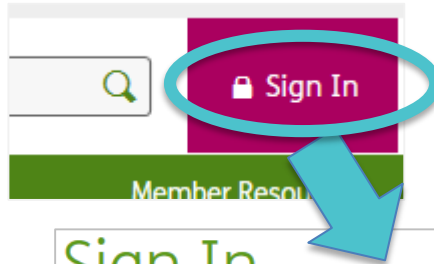
1. Humana.com*
2. MyHumana App (available in the Apple and Google Play Stores)



*If you attempt to register on Go365.com or the Go365 App, you will be prompted to register on Humana.com or the MyHumana App. Once you register, use the same username and password directly on Go365.com and the Go365 App to access Go365 moving forward!

Select the Register button on Humana.com or in the MyHumana App

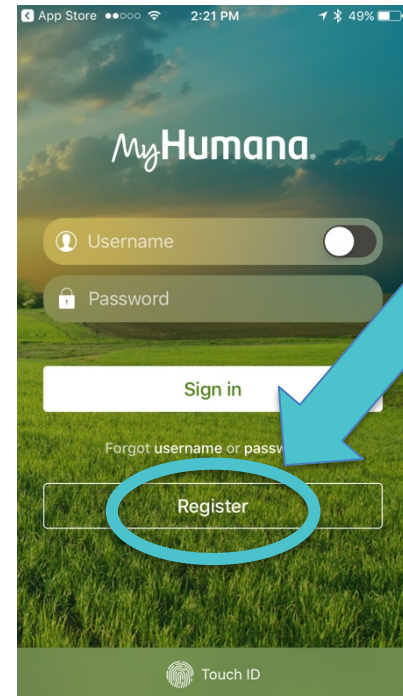
Humana.com



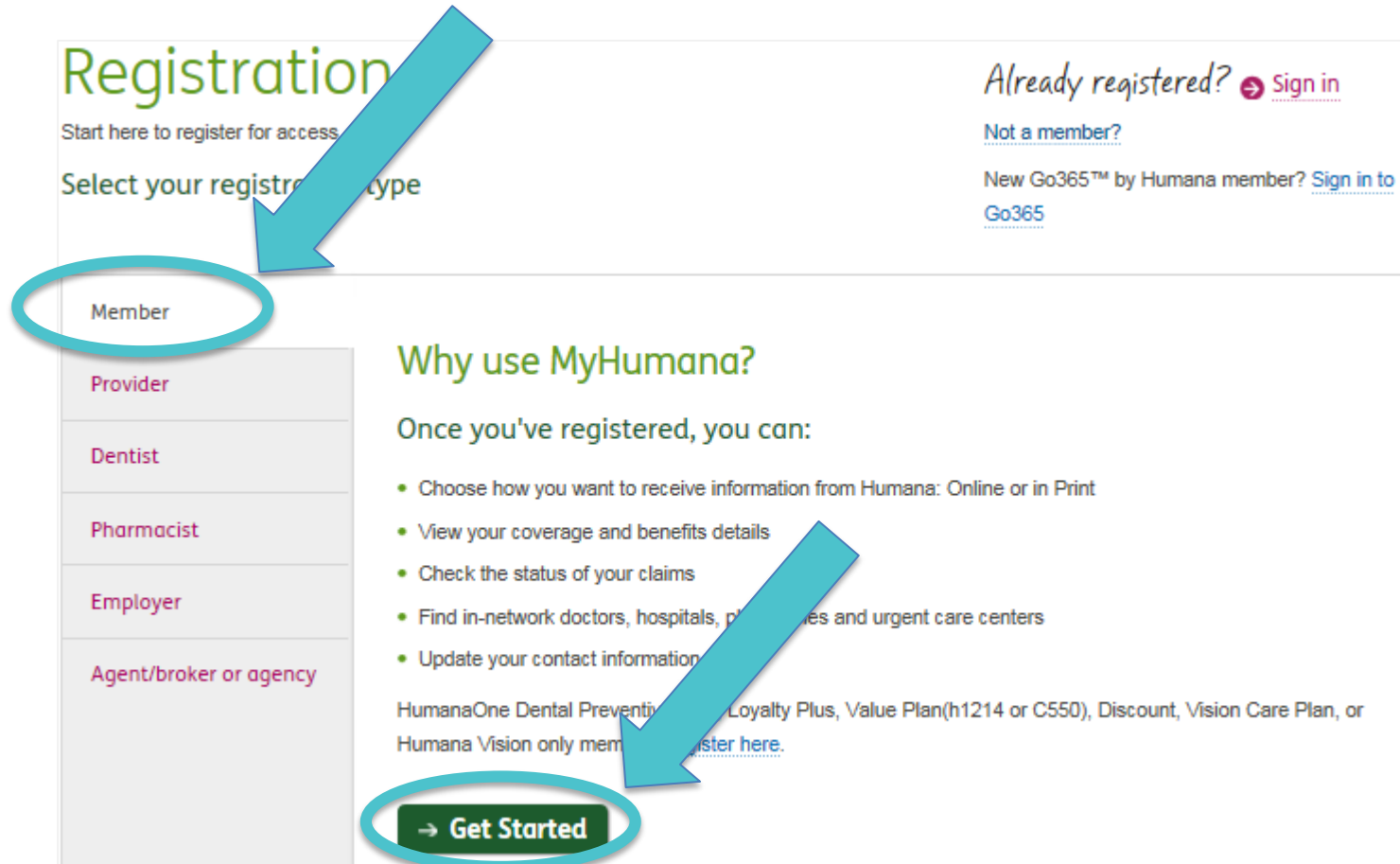
Click the “Sign In” button, then the “Register now” button

A screenshot of the Humana.com 'Sign In' page. The page has a white background with a green header. It includes fields for 'Username' and 'Password', a reCAPTCHA checkbox labeled 'I'm not a robot', and a green 'Sign in' button. To the right of the sign-in fields are links for 'Forgot your username?', 'Forgot your password?', 'Applying for cover', 'Finish your Medicare enrollment', and 'Finish your Humana insurance enrollment'. At the bottom right, the text 'Not registered? Register now.' is circled in red. A large red arrow points from the 'Sign In' button on the homepage to this 'Not registered? Register now.' link.

MyHumana App



Select “Member” and click “Get Started” button



The screenshot shows the Humana registration page. A large teal arrow points from the top left towards the 'Member' option in the registration type list. Another teal arrow points from the 'Get Started' button at the bottom towards the list of benefits. The 'Member' option is circled in teal, and the 'Get Started' button is also circled in teal.

Registration

Start here to register for access

Select your registration type

Member

Provider

Dentist

Pharmacist

Employer

Agent/broker or agency

Why use MyHumana?

Once you've registered, you can:

- Choose how you want to receive information from Humana: Online or in Print
- View your coverage and benefits details
- Check the status of your claims
- Find in-network doctors, hospitals, pharmacies and urgent care centers
- Update your contact information

HumanaOne Dental Preventive, Loyalty Plus, Value Plan(h1214 or C550), Discount, Vision Care Plan, or Humana Vision only members can register here.

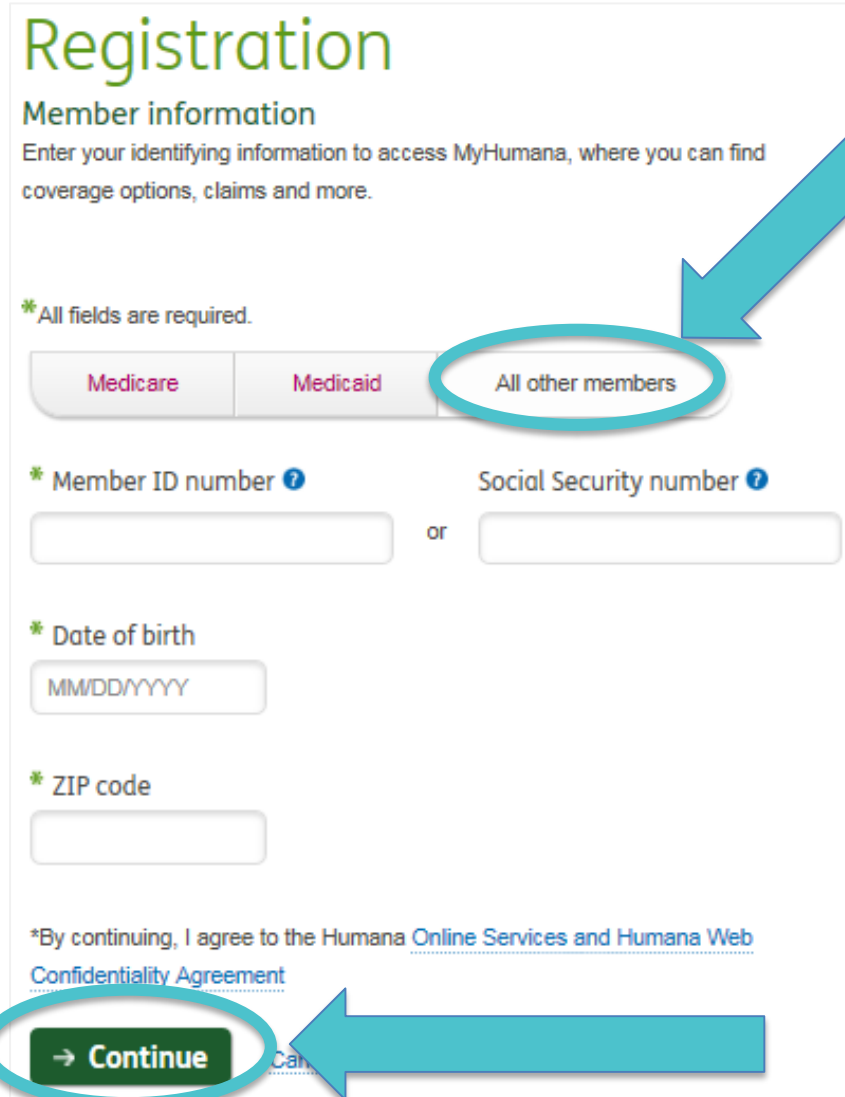
→ Get Started

Already registered? [➔ Sign in](#)

Not a member?

New Go365™ by Humana member? [Sign in to Go365](#)

Select “All other members,” complete your member identifying information, then select the “Continue” button



The image shows a web registration form titled "Registration" with the subtitle "Member information". Below the subtitle is a brief instruction: "Enter your identifying information to access MyHumana, where you can find coverage options, claims and more." A note states, "*All fields are required." There are three tabs: "Medicare", "Medicaid", and "All other members", with the third tab circled in red and a red arrow pointing to it. Below the tabs are two input fields: "Member ID number" and "Social Security number", separated by "or". Below these are fields for "Date of birth" (with a MM/DD/YYYY placeholder) and "ZIP code". At the bottom, there is a checkbox area for "By continuing, I agree to the Humana Online Services and Humana Web Confidentiality Agreement" and a red "→ Continue" button, which is also circled in red with a red arrow pointing to it.

Registration

Member information

Enter your identifying information to access MyHumana, where you can find coverage options, claims and more.

*All fields are required.

Medicare Medicaid All other members

* Member ID number ? Social Security number ?

or

* Date of birth

MM/DD/YYYY

* ZIP code

*By continuing, I agree to the Humana Online Services and Humana Web Confidentiality Agreement

→ Continue

- Your member ID number is a 9-digit number
- Enter your date of birth with all eight digits (i.e. 10/01/1985)
- Zip code must match the zip code currently on file with Humana. If you recently moved and your zip code isn't being accepted, try using your old one.

Create a Username and Password

Enter your account information

Username and password

* Required

* Email

* Confirm email

* Create username

(6 to 15 letters and/or numbers, no spaces or special characters, not your member ID)

* Password

(Password is case sensitive and must be a minimum of 8 to 15 characters, not your username, at least 1 number, and no special characters other than # * \$ or @)

* Confirm password

* Security question

Select a security question ▼

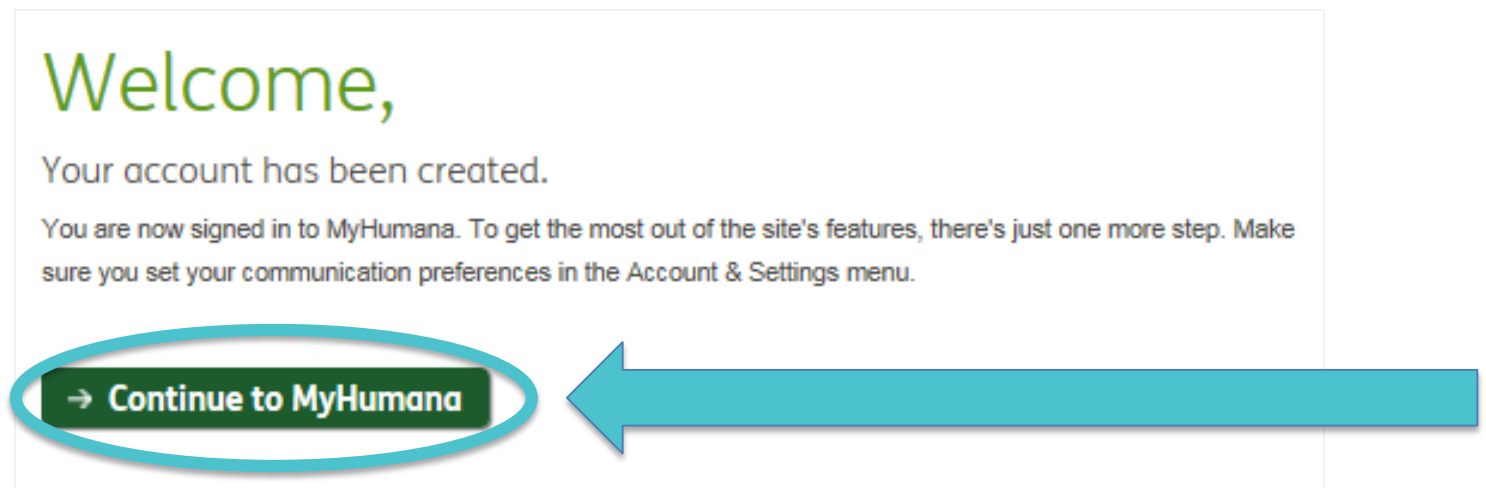
* Security response ?

→ Submit

- All fields are required
- Username requirements:
 - ✓ 6-15 characters (letters and/or numbers)
 - ✓ No spaces or special characters
 - ✓ Do not use your member ID or Social Security Number
- Password requirements:
 - ✓ Minimum of 8 to 15 characters
 - ✓ Must include at least one number
 - ✓ No special characters other than # * \$ or @
 - ✓ Can't be your username
 - ✓ Case sensitive

Keep your username and password in a safe place for future use!

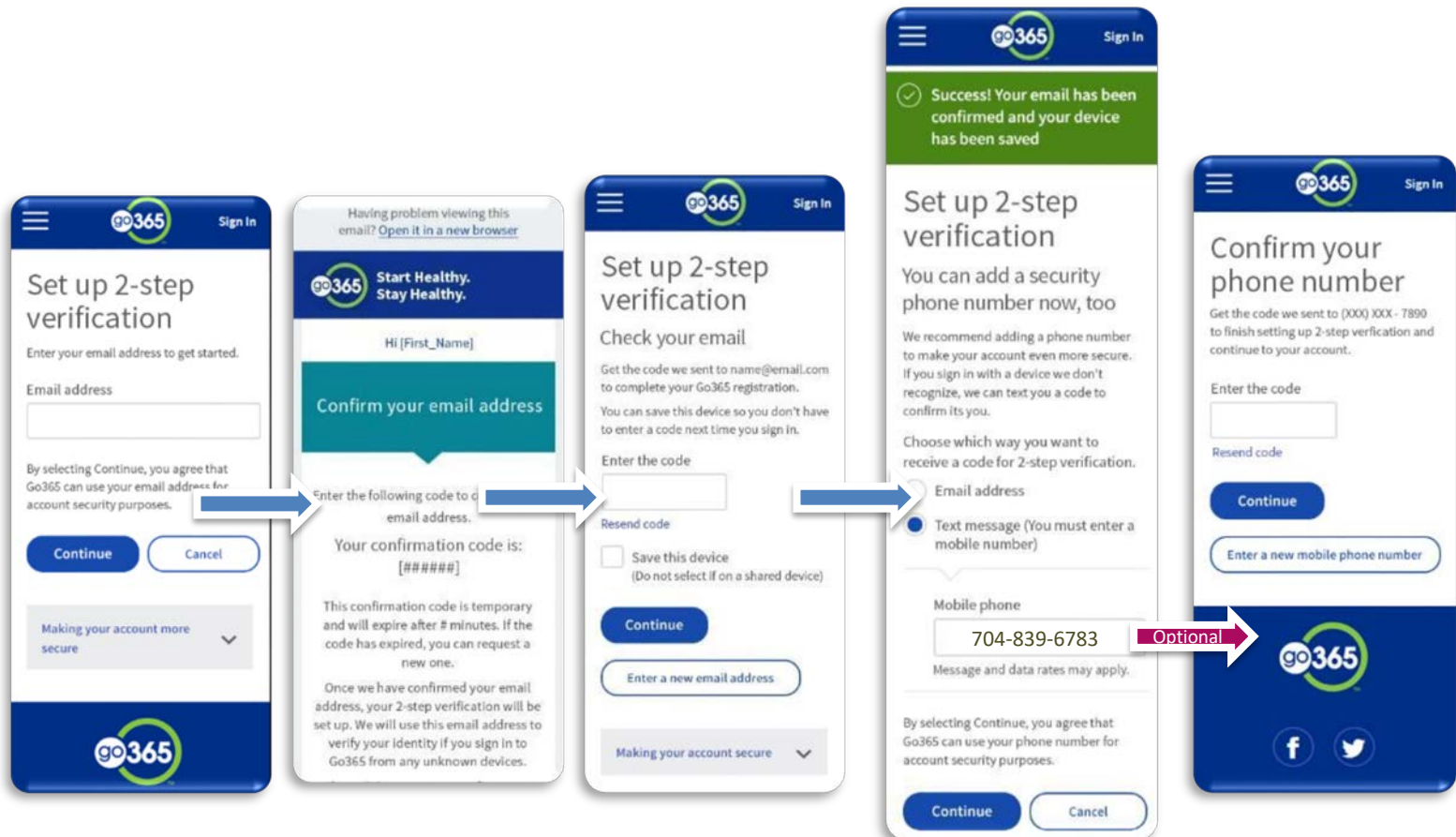
Congratulations! Registration is complete. Continue to Humana.com and use your newly created username and password to access Go365 directly on Go365.com or the Go365 App!

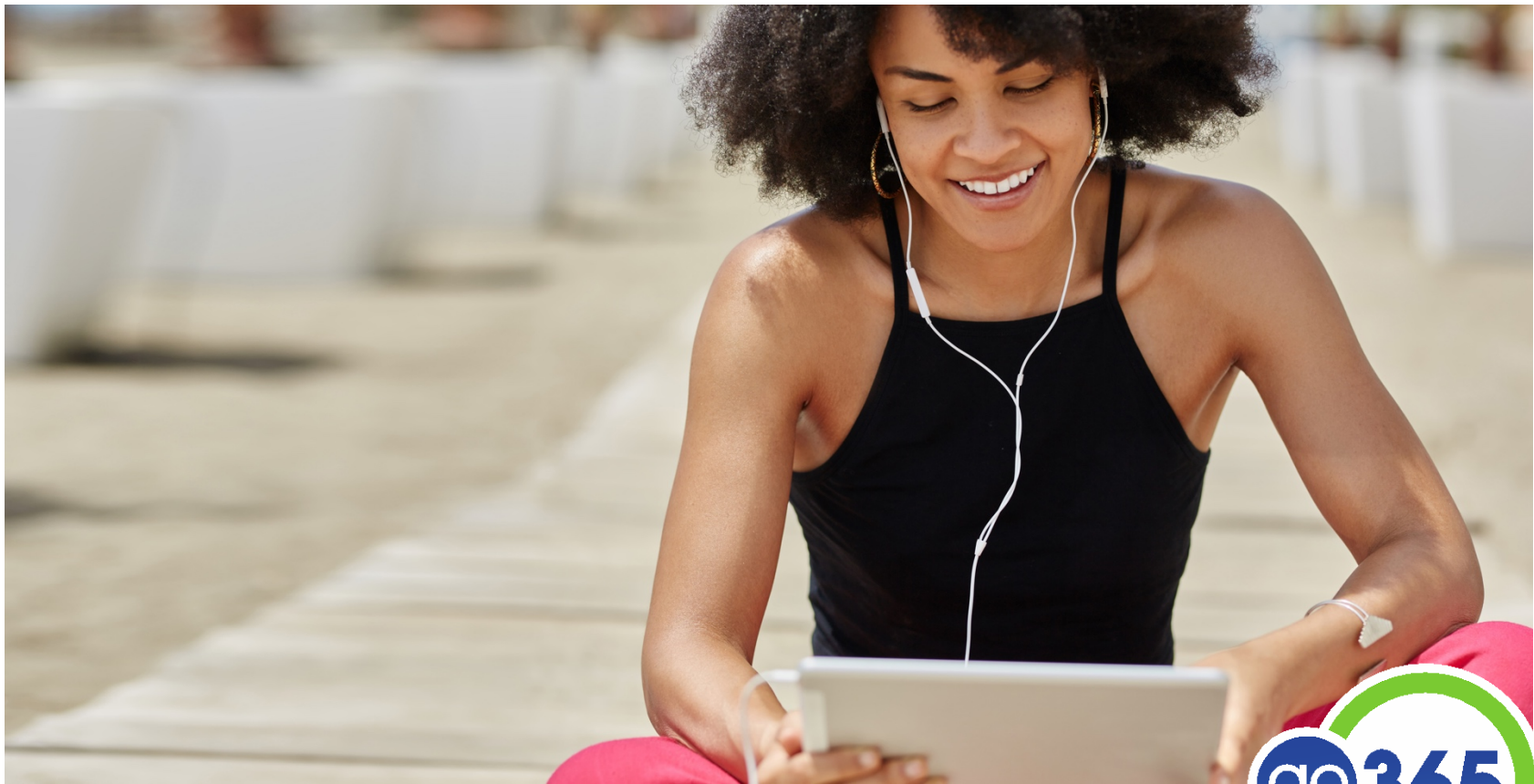


The first time you access Go365 online or through the App, you can expect to set up 2-step verification, agree to the program terms and conditions and set up your preference for data sharing (if applicable). See the next slide for 2-step verification steps.

2-step verification for your added security

You are required to verify the device you use to access Go365. If you use multiple devices to access Go365, you will go through this verification process for each device.



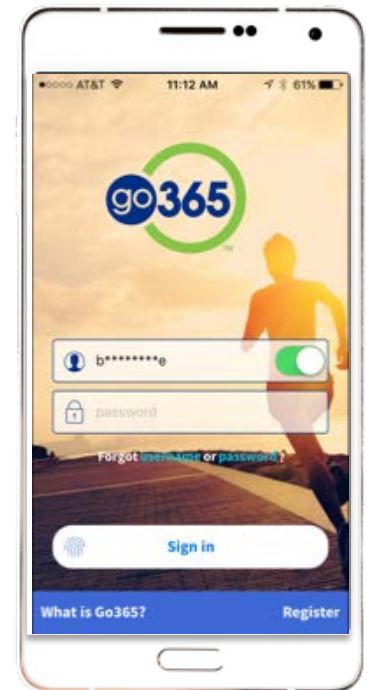
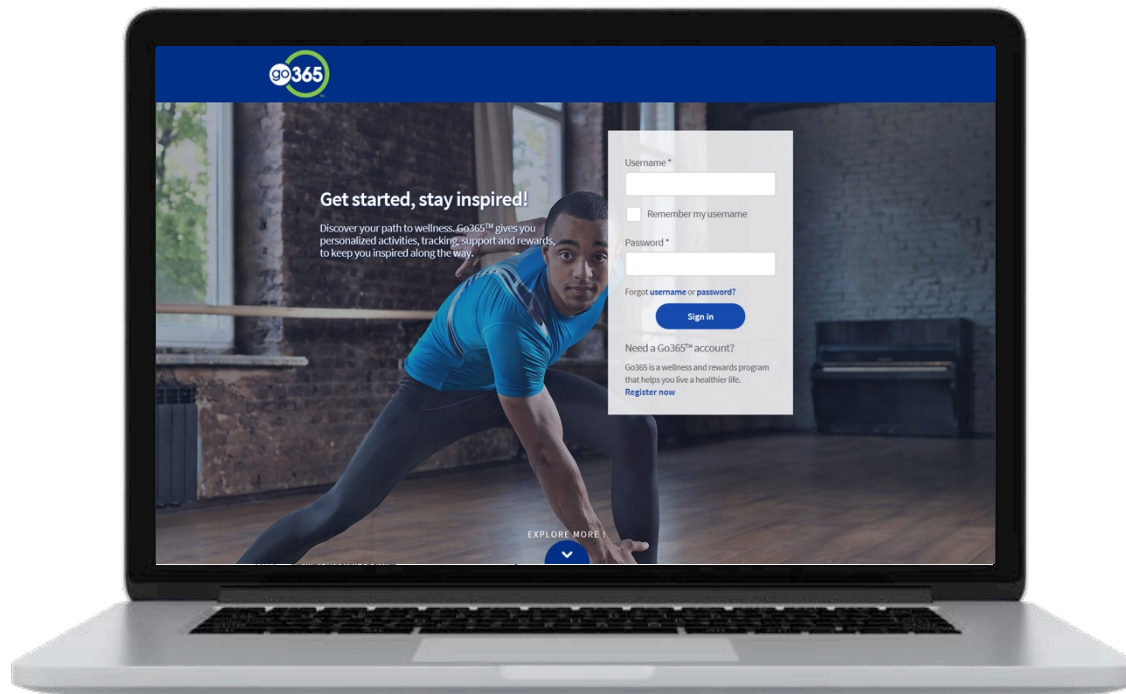


Go365 Standalone Member Registration Instructions

(members who do not have Humana medical insurance)

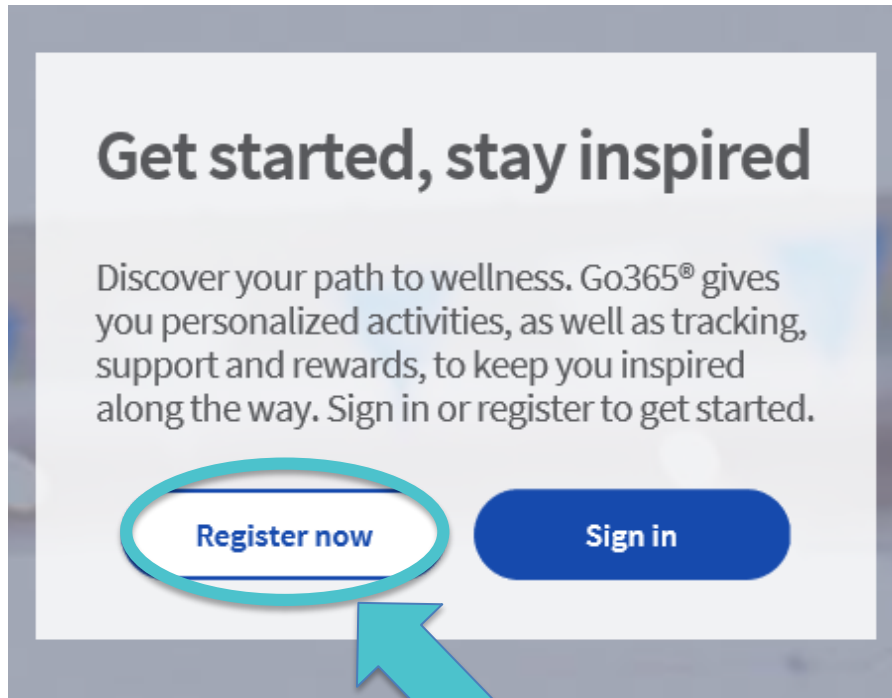
Two Ways to Register for Go365®

1. [Go365.com](https://go365.com)*
2. Go365 App (available in the Apple and Google Play Stores)

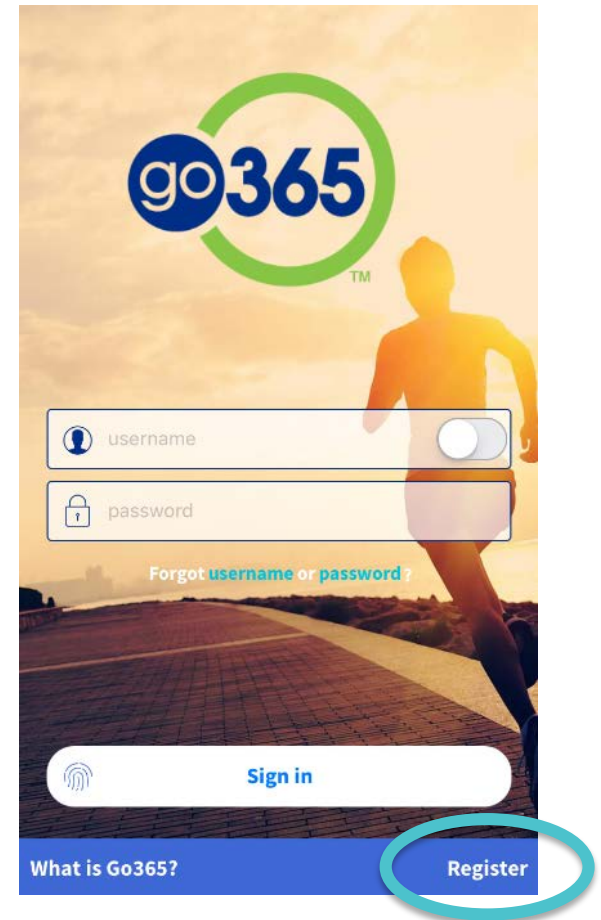


Select the Register button on Go365.com or in the App

Go365.com



Go365 App



Complete your member identifying information then select the “Continue” button

Registration

Member information

Enter your identifying information to access Go365®, where you can find the tools and support to help you live a healthier life.

If you are a Humana member, please register for Go365 and MyHumana at [Humana.com](https://www.humana.com).

* Required

Member ID number ?

or

Social Security number ?

Date of birth *

MM/DD/YYYY

ZIP code *

Continue

By continuing, I agree to the [Go365 Online Services and Go365 Web Confidentiality Agreement](#)

- Your member ID number is a 9-digit number
- Enter your date of birth with all eight digits (i.e. 10/01/1985)
- Zip code must match the zip code currently on file with Go365. If you recently moved and your zip code isn't being accepted, try using your old one.

Create a Username and Password

Registration

Username and password

All fields are required

Email address

Confirm email address

Create username

6 to 15 letters and/or numbers, no spaces or special characters, and not your member ID

Password

Confirm password

- Password is case sensitive
- Must be a minimum of 8 to 15 characters
- Must have at least 1 number and 1 letter
- No spaces or special characters other than # * \$ or @
- Username and password cannot be the same

Submit

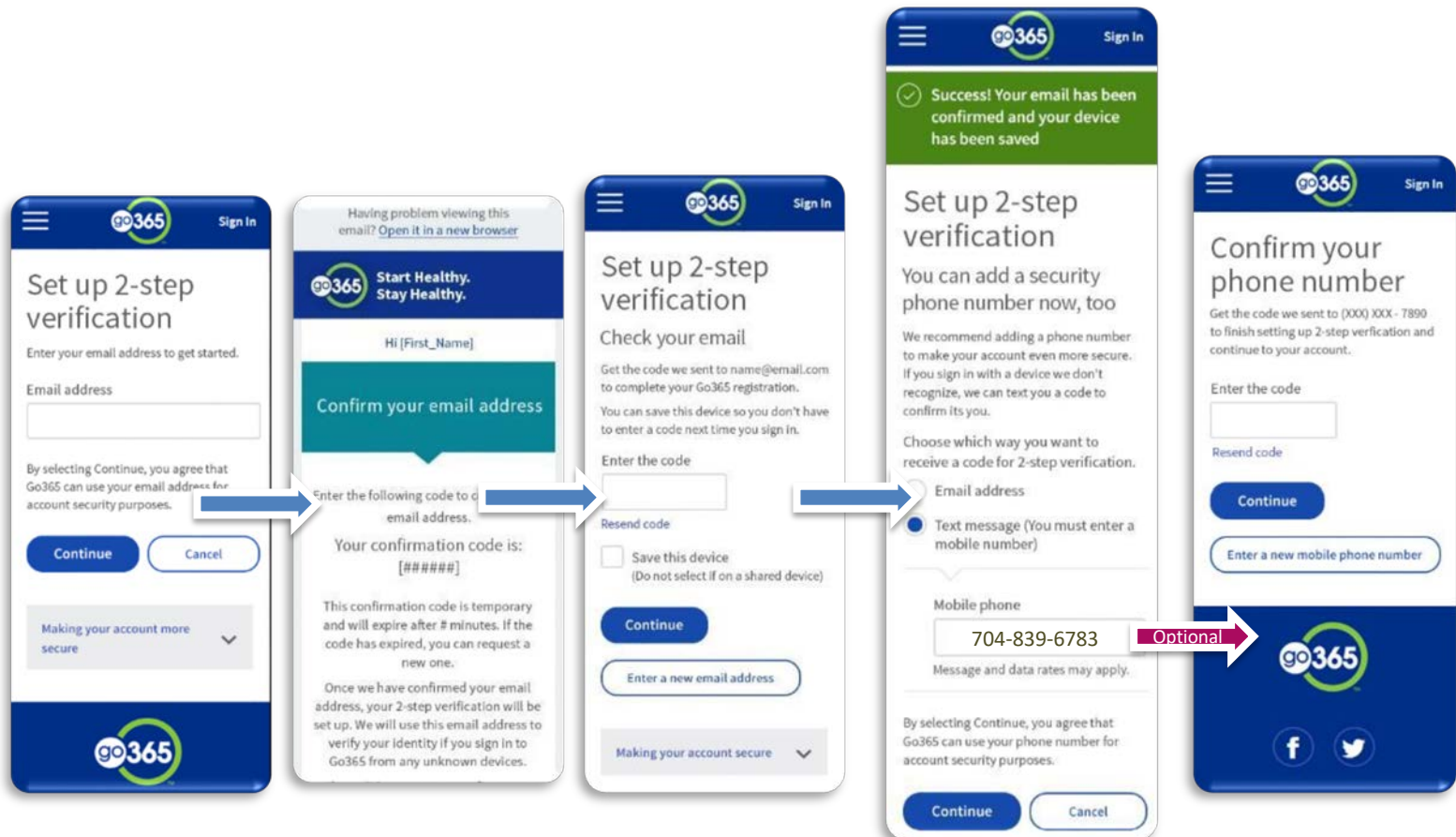
By selecting Submit, you agree that Go365[®] can use your email address or phone number for account security verification purposes.

- All fields are required
- Username requirements:
 - ✓ 6-15 characters (letters and/or numbers)
 - ✓ No spaces or special characters
 - ✓ Do not use your member ID or Social Security Number
- Password requirements:
 - ✓ Minimum of 8 to 15 characters
 - ✓ Must include at least one number and one letter
 - ✓ No special characters other than # * \$ or @
 - ✓ Case sensitive

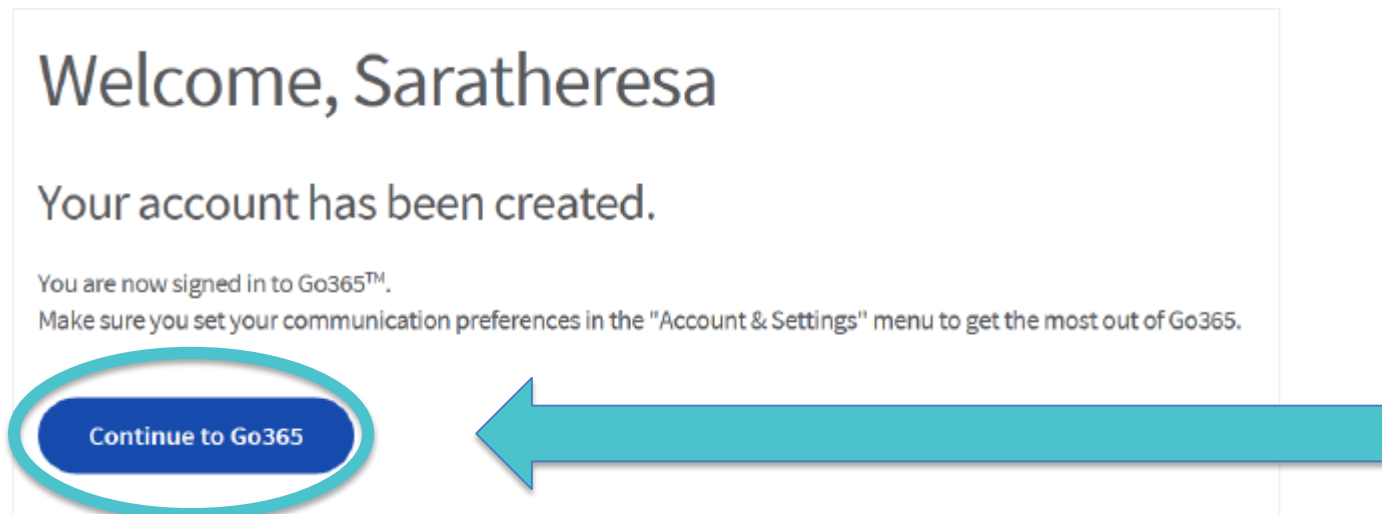
Keep your username and password in a safe place for future use!

2-step verification for your added security

You are required to verify the device you use to access Go365. If you use multiple devices to access Go365, you will go through this verification process for each device.



Congratulations! Registration is complete. Select “Continue to Go365” and get going on your personalized journey!



Note: before accessing Go365 online or through the App, you will need to accept the program terms and conditions by selecting “I agree.”

Looking for next steps? Get out of Blue Status by doing one of the following:

1. Complete any section of the Health Assessment

- Select “Go365 Health Assessment” from the online or App dashboard to get started.

2. Get a biometric screening

- Select “Activities” after signing into Go365.com > find “Biometric Screening” under the “All” category > click “View details” to get started.

3. Log a verified workout

- Select “Quick Links” after signing into Go365.com or access settings in the Go365 App to review device connections or search participating fitness facilities online under “Quick Links.” Review [this compatibility guide](#) and [video](#) for more information.

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

Questions?

Visit the Go365 Community!

Go365 is not an insurance product. Not available with all Humana health plans.

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 the number on your ID card 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 the number on your ID card 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, 1-800-537-7697 (TDD)

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

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Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call the number on your ID card.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación.

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。請致電會員卡上的電話號碼。

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 điện thoại ghi trên thẻ ID của quý vị.

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. ID 카드에 적혀 있는 번호로 전화해 주십시오.

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero na nasa iyong ID card.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Наберите номер, указанный на вашей карточке-удостоверении.

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou kat idantite manm ou.

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro figurant sur votre carte de membre.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer podany na karcie identyfikacyjnej.

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número presente em seu cartão de identificação.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero che appare sulla tessera identificativa.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wählen Sie die Nummer, die sich auf Ihrer Versicherungskarte befindet.

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。お手持ちのIDカードに記載されている電話番号までご連絡ください。

فارسی (Farsi):

تماس بگیرید. توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره تلفن روی کارت شناسایی تان

Diné Bizaad (Navajo): D77 baa ak0 n7n7zin: D77 saad bee y1n7[ti'go Diné Bizaad, saad bee 1k1'1n7da'1wo'd66', t'11 jiik'eh, 47 n1 h0l=, n1mboo ninaaltsoos y4zh7, bee n44 ho'd0lzin bik11'7g77 bee h0lne'.

العربية (Arabic):

بك. ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم الهاتف الموجود على بطاقة الهوية الخاصة

