ONLINE BENEFITS ADMINISTRATION GUIDE

For Go365 standalone groups only
Online administration of your company’s benefits will enable you to put the internet to work and allow you to manage changes more quickly and efficiently.

If you hire someone and benefits go into effect immediately, you can add them as a new hire today and they will be enrolled within 5–7 days.

Imagine the time you will save at the end of the month when you’re reconciling your bill. You won’t have to track odd credits and debits for several months.

One person will register as the Primary Access Administrator for the employer portal and that person can assign rights to additional users for specific sections of the website.

Let’s get started!

Have available:
• Group number
• Organization’s ZIP code

Register your group online at Humana.com.

See more registration information on page 5.

If you need any assistance, please call Humana Business Web Support at 1-888-666-5733, option 3.
# INDEX

## Contact us ................................................................. 4

## Primary Access Administrator (PAA) ............................ 4

## Registration ................................................................... 5

## Employer self-service portal

- Home ........................................................................ 9
- Adding additional users.............................................. 9
- Assign Web Access Rights ............................................ 11

## My Account

- Company profile ......................................................... 12
- Plan overview ............................................................ 13
- Billing ....................................................................... 13

## Manage Employees

- Benefits .................................................................... 14
  - Common issues and how to resolve them ................. 14
- Enrollment terms ...................................................... 14
- Search employees ...................................................... 15
- Manage employees .................................................. 16
- Web enrollment (HRBA) ............................................. 16

## Enrollment Center (HRBA)

- Home .................................................................... 17
- Add a subscriber ......................................................... 17
  - Enrollment reason and effective date ..................... 19
- Add a Dependent ....................................................... 19
- Coverage ................................................................. 20
  - Review and finish .................................................. 21
- Modify subscriber ...................................................... 22
- Exiting and resuming enrollment events .................... 25
- Terminate subscriber ............................................... 26

## Reports

- Employee and utilization .......................................... 28
- Member engagement ............................................... 28
- Member activity ....................................................... 29
- Human Resource Benefit Administration (HRBA) ......... 30

## Support and Resources

- For employer .......................................................... 32
- For employees .......................................................... 33
- Member support ....................................................... 34
  - For assistance ......................................................... 34

## Wellness Program Support

- Sign up for the Go365® Engagement Source website .. 35
- Administrator Dashboard on Go365 Engagement Source ................................................................. 35

## Additional Resources

- Explanation of terms ................................................. 36
- Eligibility waiting periods ........................................ 36
- Relationship codes ................................................. 36
- Frequent events and materials needed ....................... 37
- Password recovery ................................................... 38
- Browsers and encryption ........................................... 39
The secured employer’s section of Humana.com is called the “Employer Self-Service Center.” It makes administering your Go365 plan easier. Once registered on our website, access is granted for the following resources:

### WHAT’S NEW?

<table>
<thead>
<tr>
<th>What’s New</th>
<th>Find out about the latest enhancements to the Employer Self-Service Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication center</td>
<td>Exchange private, secure email with Humana</td>
</tr>
<tr>
<td>Enrollment maintenance</td>
<td>Complete many of your daily enrollment maintenance tasks, including adding new employees, changing coverage and terminating an employee’s benefits</td>
</tr>
<tr>
<td>Administrative guides and tools</td>
<td>Explore features that can simplify plan administration such as links to eligibility information</td>
</tr>
<tr>
<td>Search tools</td>
<td>Use employer search tools and get answers to frequently asked questions</td>
</tr>
<tr>
<td>Reporting</td>
<td>Create, view and print a variety of online reports, including an employee roster and eligibility reports</td>
</tr>
<tr>
<td>Website security administration</td>
<td>Grant web access rights to qualified personnel and maintain web security information for individuals or for your entire organization</td>
</tr>
</tbody>
</table>

### PRIMARY ACCESS ADMINISTRATOR (PAA)

The PAA is the point of contact for web access for the organization. This person performs day-to-day functions and can assign access for others in the organization.

The PAA will sign in to the Employer Self-Service Center to register new users and perform administrative tasks. An unlimited number of users can be added.

**Have this information available before you register at Humana.com.**

- Group number
- Organization’s ZIP code

If you have questions or need help, please call **1-888-666-5733**, option 3.
All users will register at Humana.com. Begin by clicking the Sign in link in the top right corner.

You will enter your username and password. If not already registered, select Register now.
Select registration type of **Employer** then click the green **Get Started** button.

**Step 1: Validate Group Information.** This information can be obtained from the plan documents or your Humana licensed sales agent. Click **Next**.

Review and confirm group information. If this information is not correct, you can reach out to Humana Business Web Support at **1-888-666-5733**, option 3.
Step 2: Read and agree to the Online Services Agreement and Web Confidentiality Agreement.
The person in agreement must be legally authorized to sign contracts on behalf of the organization. You must scroll to the bottom and accept both agreements.

Each agreement includes a Print Agreement option which will open the printable version in a new tab. Close when finished and navigate back to the original tab to continue registration.

Step 3: Create username and password. This will be the sign-in profile for the PAA only. The PAA will create secondary users and provide each with an individual username.

For more information on the formatting requirements for a field, you can click the blue question mark next to that field.
Once all fields are completed, click **Submit** to complete registration.

**NOTE:** The security answer must have at least four characters and contain no spaces.

**Step 4: Registration confirmation.**
Click **Go to dashboard** to enter the employer self-service portal. You also have the option to click on **Add user** to grant additional users access.

---

**Go to my Employer Self-Service dashboard**

**Register another user to access this Employer Self-Service account**

**Add another group**
To register an additional group please call the following numbers for assistance:
- Small Businesses (<20 employees): 1-888-250-4857
- Large Businesses (>20 employees): 1-888-568-2275
The Manage Account menu is where you can add and manage user access.

Adding new users
Managing access to business functions
Revoke or suspend user access
Update user demographic information
Username/Password cannot be changed by access administrator
Update group demographic information
This will update web only account
PCA/PAA change forms
No longer used

Adding additional users
If you select to add a new user from the registration confirmation, you will be taken to the Manage Account menu. You can access from the portal by clicking on My Account in the top right and selecting Security Administration.
To add a new user, select

**Register new user for security access:**

- Create a **User ID** for the user and fill in their information
- The **AKA name** is a secondary identification for security purposes and needs to be different than the user ID
- For effective date, check the **Now** box, **End Date** can be left blank
- If the address is not populated by checking the copy address box, it will need to be typed in manually
- Once all fields are complete, click **Next**

**Confirmed: User Added**
- It is recommended to print this page, take a screenshot or write down the user ID and password to provide to the user.
- **This is the ONLY time the temporary password is viewable;** the user will use the temporary password to sign in for the first time at Humana.com. They will immediately be prompted to change their password and set up a security question.
- Once user information is saved, click **Next**. An alert will pop up to ensure you have recorded the information. Click **Ok**.
**Assign Web Access Rights:**

- Click on the **Humana_Employer** folder with all of the business functions, or tools, the group has access to in the self-service portal. The **Primary Administrator** has access to all functions available to the group, so if the user should have the same access rights as the primary all boxes should be checked. This would make the user a **Secondary Administrator** with the ability to add and manage additional users. A secondary admin is not able to manage the access of the PAA or their own.

- The required functions for all users are **IDE Employer Portal** and **Commercial Group Default BF**. Access to each function can be further customized by expanding the box to assign only specific aspects. Checking the main box will assign all aspects for that function.

- Functions can be added or removed from a user at any time. If you have any questions about what functions are, or what a user might need, call **HB Web Support** for assistance.

- Once all business functions the user needs have been selected, click **Save**. An alert will pop up confirming changes, click **Ok** to confirm.

**Assign Data to Business Function:**

- This final step is only for billing users

- Assign billing profiles, check the **Check/Uncheck here box**

- To assign only certain profiles, expand the box and check profiles the user will need access to

Once all profiles are selected, click **Save**. An alert will pop up confirming changes, click **Ok**. The user has been added, you can provide them their user ID and password.
My Account, located in the top right corner of the employer portal, is where you can get plan information, view company contacts, manage web users and more.

Company profile

[Diagram showing My Account settings with the Company profile selected]

[Humana Employer self-service screenshot showing Company profile]

Benefits Overview

- **Group name:** Rogue Community Health
- **Group number:** 703643
- **Plan Type:** Medical
  - NONINTEGRATED MEDICAL
  - Effective Date: 01/01/2018

Agents

- **Humana Insurance Co Medical**
  - 1100 Employers Blvd
  - Green Bay, WI 54344-0001
  - humana.direct@humana.com
  - Phone: 800-558-4444
  - Fax: 000-000-0000

Resources

- Helpful Documents
  - Create a plan summary
  - View certificate of coverage
- Benefits Administration
  - Security administration
  - View detailed add on rates
- Wellness Resources
  - Improve wellness with Go365™
  - View your Go365
Billing
Timely eligibility changes are the responsibility of the employer, so our suggested best practice is to submit changes as they occur.
Online submissions are typically processed within 5–7 days, so any changes will most likely be reflected on the next statement.
Invoices are sent monthly via secure email (noreply@secureemail.com) to the Benefit Administrator and/or Billing Contact.
The Manage Employees tab has all the tools needed to manage your membership.

Benefits

Common issues and how to resolve

- Once an employee’s benefits are terminated, their information remains in the system for up to 18 months.
- Members can see their own information and usage by signing in to Go365. When entering their member ID, members do not need to add the suffix. For example, if the ID is 100000023-05, the -05 isn’t necessary to sign in.
- Only one enrollment event can be submitted per member per 24 hour period.
- Enrollment sign date must be within 30 days of requested effective date and cannot be submitted more than 30 days prior to, or 60 days past, requested effective date.

Enrollment terms

Subscriber: Member or participant directly eligible for employee benefits due to employment
Dependent: Family or domestic partner eligible for employee benefits
Enrollment event: Enrollment change request submitted in Online Enrollment Center (HRBA)
HRBA: Human Resource Benefit Administration
Effective date: Date coverage changes go into effect
Search employees

Search employees will allow a search for active members by full or partial Social Security number.
Manage employees

Click on the employee’s name to open the subscriber summary page in the enrollment center.

Once enrollment center is open, navigate within the center to complete member changes.

Web enrollment (HRBA)

Under Update Coverage, you can add, terminate and modify employees. Each link will open the enrollment center (HRBA) in a new tab.

The Human Resource Benefit Administration (HRBA) will require first-time users to register with their own Social Security number. This will tie the enrollment center access to the secure sign-in for the employer portal, so that any enrollments submitted will show under that name.

If you do not have, or do not wish, to use your own Social Security number, contact Humana Business Web Support and a dummy can be requested.
ENROLLMENT CENTER (HRBA)

Home

Whichever link is selected under Manage Employees opens the Enrollment Center Home tab at the top of page to the enrollment menu. Now choose the action needed or search for another member.

Add a subscriber

• To get started, select Add a Subscriber

Add a Subscriber

• Add a new subscriber
• Create an event
• Add coverage for the subscriber
• This same page will open if the **Add Employee** from the **Manage Employees** tab on the employer portal home page is chosen.

• Enter the employee’s Social Security number twice and click **Next**.

---

**Enter the subscriber’s Personal Information**

• **Hire Date** is an important field because that is what is going to determine eligibility based on the waiting period. If a part-time employee became full-time, then the full-time date of hire will be used to determine eligibility. To confirm what waiting periods may apply, you can call Humana Business Web, Customer Service or reach out to your Humana representative.

• The **Eligibility Group** is simply the class or division the employee belongs in.

• Once you have all of the employee’s personal information filled out, click **Next**.
Enrollment Reason and Effective Date

Add a Subscriber - Select an Event

You must select a reason for adding coverage to this subscriber. For example, if the subscriber is a new employee, select “new hire” and enter the effective date.

Existing Events

<table>
<thead>
<tr>
<th>Reason for Coverage Change</th>
<th>Event Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Date coverage is effective*</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hire</td>
<td></td>
<td></td>
<td></td>
<td>06/01/2016</td>
</tr>
</tbody>
</table>

* Actual effective date should match the provisions of your contract and may be reviewed by Humana for accuracy.

For this example, we are using **New Hire**.

**Effective date** for new hires is calculated based on the **Hire Date** after any waiting periods have been applied. For example: A Hire Date of April 13, and a 30-day waiting period with first of month provision would be eligible for an effective date of June 1. It is important to note that should waiting period end on the first of a month, the employee is eligible on that date; they do not have to wait until the next first of the month.

Other **Qualifying Events** may have different effective dates. The effective date should be the date you need the benefits changes to be in place.

The **sign date** should match the employee’s enrollment form or the date you are submitting online. Keep in mind the sign date needs to be within 30 days of your requested effective date. Click **Select and Continue**.

**Dependents:**

- This is only adding a dependent’s personal information under the subscriber; coverage is added in the next step.
- Click **Add Dependent** and enter the information for that dependent record. A Social Security number is not required for dependents, but is recommended. Dependent Social Security numbers can be added later.
- Once the dependent’s information is entered, click **Submit**. The dependent record is saved under the subscriber.

Modify Information/Coverage

**Reason for coverage change:** New Hire

**Effective:** 06/1/2016

**Comments:**

**Dependents:**

- No dependents exist for this subscriber.
- You will need to add any dependent that will be covered under benefits.

Add Dependent

**Add/Modify Dependent**

- First Name
- Middle Initial
- Last Name
- Suffix
- Social Security number
- Date of birth
- Gender
- Relationship
- Email
- Disability
- Is the dependent a full-time student over the age of 18?
- Is the dependent an employee?

**Address**

- Address line 1
- Address line 2
- City
- State
- Zip code
- Note

**Submit**
• To add another dependent, select Add dependent again. Select the Modify button to edit dependent’s personal information. Submit to save changes.

• Delete dependents by selecting Delete on the dependent record and select an appropriate reason. Deleting dependents will permanently remove them from all benefits. If there is a chance they will need to reinstate coverage during renewal or with a qualifying event, leave the dependent record active and remove them from the benefits coverage.

• Once you have completed adding dependent records, click Next.

Coverage

• All benefits offered by the group will be listed. For each benefit offered, there will be a drop-down menu. Select the benefit the member has elected.

• Dependents are enrolled in the benefits by checking their name under each benefit. To remove a dependent from coverage, uncheck the name.

• Once you have finished your coverage elections, click Next.
Review and finish

- You can confirm demographic information, dependent information and coverage elections. Once you have confirmed selections, click **Submit**.
- You should then see a confirmation page. If you do not see a confirmation page, you have not yet submitted your enrollment.
- A subscriber only has to be added to a group once; any future changes will be submitted as a **Modify** event. A member that was terminated and has returned does not need to be added again, but **Rehire** chosen as the reason for the **Modify** event.

### Modify Information/Coverage

<table>
<thead>
<tr>
<th>Subscriber Name: Sub Smith</th>
<th>665-11-2234</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Submitter: Sub Smith</th>
<th>665-11-2234</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Review for coverage change:</th>
<th>Effective:</th>
<th>Comments:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>Jan Smith</th>
<th>665-11-2234</th>
</tr>
</thead>
</table>

### Personal Information

<table>
<thead>
<tr>
<th>Date of birth:</th>
<th>4/1/1969</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Mailing Address:</th>
<th>123 Easy St.</th>
<th>Louisville, KY 42016</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Home:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Disability:</th>
<th>No</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Hours worked weekly:</th>
<th>40</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Relationship:</th>
<th>Spouse</th>
</tr>
</thead>
</table>

### Dependents

<table>
<thead>
<tr>
<th>Relationship:</th>
<th>Spouse</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date of birth:</th>
<th>1/21/1992</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Gender:</th>
<th>Female</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Yes</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Birthplace:</th>
<th></th>
</tr>
</thead>
</table>

### Coverage

**NOTE:** Please review the coverage termination dates. The system has made any necessary adjustments to the coverage termination dates in accordance with your contract provisions.

<table>
<thead>
<tr>
<th>Plan</th>
<th>Network</th>
<th>Coverage Level</th>
<th>Pre-tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMO Humana ChoiceCare and CareHealth</td>
<td>Co365</td>
<td>Employee + One Adult</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Rodi Community Health

**Modify Information/Coverage**

You have completed the enrollment for Chad Brown.

Please allow 2-3 business days for the changes to become effective in all of our systems.

If you elected to receive a confirmation when changes were completed the Benefit Administrator will receive that communication within this timeframe.

**Go365 Program**

**Go365**

**Covered Members**

Chad Brown

<table>
<thead>
<tr>
<th>Plan</th>
<th>Go365</th>
<th>1/1/2018 -</th>
<th>Pre-Tax:</th>
<th>Yes</th>
</tr>
</thead>
</table>

**Covered members as of 1/1/2018**

**Chad Brown**
Modify subscriber

- To make a change to an existing subscriber, select **Modify Subscriber/Dependent Info and/or Coverage**. This same page will open if **Modify Employee** from the **Manage Employees** tab on the employer portal home page was chosen.

  ![Modify Subscriber/Dependent Info and/or Coverage](image)

  - **Edit subscriber demographic information**
  - **Edit eligibility group and employment information**
  - **Add or edit their coverage**
  - **Add, edit or terminate dependent(s)**

- Search for member by full Social Security number or full/partial name. Click on the subscriber’s name to open the record.

  ![Modify Information/Coverage](image)

  - **Open events will show any enrollment event from the last 30 days. The start date and end date are referring to the time frame in which a change can be submitted. Anytime an enrollment event is opened there are 30 days to submit. The date coverage is the effective date of the benefit change. The example shown on this new hire event that the status is complete means it has been successfully submitted to Humana. This does not indicate the enrollment request has been completed; enrollment changes are completed within 5–7 days of submission.**

- To open a new event, select a reason from the **Reason for Coverage Change** drop-down menu. For assistance with choosing the appropriate reason call Humana Business Web, customer service or reach out to your Humana representative. For this example, choose **Gain/Loss of other coverage** with an effective date of July 1, 2016, and a loss date of June 30, 2016. Click **Select and Continue**.

  ![Modify Information/Coverage](image)
The first step of any enrollment event is **Personal Information**.

- The opportunity to update subscriber demographic information is available anytime an enrollment is submitted. If there are no personal information updates to make, click **Next**.

The second step is **Dependents**.

- Make demographic updates, add or delete dependent records. Once dependent changes have been completed, click **Next**.
The third step is **Coverage**.

- To enroll additional dependents, check the dependent name. Once coverage elections have been completed, click **Next**.

The fourth and final step is **Review and Finish**.

- Confirm demographic information, dependent information and coverage elections. Once selections are confirmed, click **Submit**.
Exiting and resuming enrollment events
Should there be a need to exit an enrollment, close it and save changes.

To resume, select **Modify Subscriber/Dependent Info and/or Coverage** from the main menu, search the subscriber and click on the name to open the record.

- By the example, see that in addition to the new hire event, there is now showing a Gain/Loss event with the status of “In Process.” This indicates the event is in the process of being submitted, and has not yet been received by Humana.

- To resume an in-process event, select the event from open events, click **Select & Continue**. Disregard the Edit option.

The event will resume on the last page saved. Confirm selections, and submit the event. When you see the confirmation message, you know Humana has received the enrollment request.
**Terminate subscriber**

**Termination** is a permanent end of all benefits, and should only be used when the subscriber is no longer eligible; typically when they have ended employment. If a member is opting out of only certain benefits, or removing a dependent from coverage, that would be submitted as a *modify* event with the appropriate reason selected for the qualifying event. This will keep the subscriber record active should they need to be reinstated with a qualifying event or during open enrollment. If a subscriber has been terminated in error, or eligibility changed before coverage termination date, contact Humana Business Web Support to make a correction on the web record. **Do not attempt to reinstate coverage using a rehire event unless the member left the group and was rehired.** Using rehire to reinstate will apply rehire waiting periods.

To get started, select **Terminate Subscriber**. This same page will open if **Terminate an Employee** from the **Manage Employees** tab on the Employer Portal home page was chosen.

- Search for the member, and click on their name to open the record.
- Select appropriate reason from the Termination Reason drop-down menu.

---

**Terminate a Subscriber**

- Terminate a subscriber
- Remove coverage
- Create a Cobra or State Continuation event

---

To terminate this subscriber, fill out the following information:

- Reason for termination of coverage
- Coverage termination date (mm/dd/yyyy)
- Loss of eligibility date

Do you want to enroll the employee in Cobra or State Continuation? If utilizing Cobra or another Third-Party Administration of COBRA services, do not enroll the member on Humana's website; contact your Third-Party Administrator.

---

[Image of the Humana termination form with fields for subscriber name, subscriber SSN, and termination details]

[Instructions on how to fill out the form]
• The **Coverage Termination Date** is the last date the subscriber will be covered; coverage will end at midnight on coverage termination date. Depending on how the group is set, it may terminate at the end of the month, or immediately. To confirm termination provision, call Humana Business Web, Customer Service or reach out to your Humana representative.

• The **Loss of Eligibility** date is the last date the member was eligible; typically last date of employment.

The final step is **Review and Confirm**.

Once selections have been confirmed, click **Submit**, making sure the confirmation that Humana has received the request has been received.
Employee and utilization reports

Depending on the benefits your organization offers, the following reports may be available under the Reports tab on the home page:

- Enrollment and Benefit reporting through HRBA reports
- Census files
- Go365 reports are not available by default and must be requested after registration is complete. Once requested, the Go365 reporting section will be available within 48 hours. Requests can be submitted to Humana Business Web Support or your SPOC (Single Point of Contact).

- Once added, there will be a new section under the Reports tab for Go365.

Member engagement report

Provides data on program participation at the member level by reporting member completion of the Health Assessment and biometric screening (including the date completed) and Status. This report is updated daily. Often, employers use this report as a tool to set employee health plan contributions based on engagement levels in the Go365 program.

Taxable redemption report

SCREEN SHOT TO COME
**Member activity report**

Provides aggregate data on member engagement and activity levels in each of the following four categories: Status, biometric screening, Points, and Go365 Age. The activity report updates monthly.

---

**Activity Report:**

*Are your employees living healthy?*

Included in this report, your company’s:
- Status
- Biometric screening
- Go365 Age
- Points

**Note:** Individual data is not shared in this report and metrics are calculated using aggregate data from employees and/or adult dependents eighteen (18) years of age or older. Employees are defined as the primary account holder on the Go365 account in this report.

Go365™ is a rewards program that inspires lifelong well-being for everyone, no matter the level of fitness. It gives employees the tools to reach their optimal health.

Members earn Points by participating in health-related activities that can be tracked and measured. Examples are taking wellness classes, exercising and getting regular medical checkups and screenings. More Points lead to a higher Status.

### Status

Higher engagement in Go365 can lead to a growing culture of health and wellness to better support your business goals.

**Prior plan year ended with 18% of employees achieving Silver Status or above.**

A member’s Status will remain Blue until they have completed one of the following three activities:

A section of the Health Assessment® online or on the Go365 App, a biometric screening* or a verified workout.

**Status Levels**

<table>
<thead>
<tr>
<th>Status</th>
<th>Blue Initial Status</th>
<th>Bronze Activating wellness completed a section of the Health Assessment®, gotten a biometric screening* or a verified workout</th>
<th>Silver Committing to wellness ongoing engagement in recommended Activities show positive outcomes</th>
<th>Gold Dedicating to wellness rigorous engagement throughout the year, good outcome measures or achievement of recommended Activities</th>
<th>Platinum Championing wellness highest degree of engagement and dedication, excellent results</th>
</tr>
</thead>
</table>

*Adult children can only move a family into Bronze Status by completing a verified workout. Go365 activities may take up to 45 days to be rewarded and displayed in your Go365 reports.*

---

GCH.R48EN 0916

2017 Go365™

Page 1 of 3

Go365 Activity Report
Human Resource Benefit Administration (HRBA)

HRBA reports are also available in HRBA.

- **Note:** Groups that send enrollment changes via a file feed (EDI) may not see enrollment changes reflected in HRBA reporting. The best source for up-to-date benefits information for EDI is the file itself.

- To access web enrollment reports, select **Reports** tab, then click on the **Reporting** link.

  - Click the **Create Report** tab. Here you will see a listing and description of all available reports. Select the report you would like to run.

  ![Create Report](image1)

  - Enter the date that you want the report run by and click **Submit report request**.

  ![Submit Report Request](image2)
• Click the **View Reports** tab; click **Refresh** until report turns blue. Click on the name to open. The report will download as an Excel file.

Example **Member Benefits Report**
SUPPORT AND RESOURCES

For Employer:

- Humana contact information
- Employer health guide/FAQs
- Order marketing materials
- Application and Enrollment Forms
- Go365 information for employers
- Wellness launch kit
- Industry insights
- Tutorials
For Employees
(also available in member self-service portal)

- Member contact information
- Go365 information for members
Member support

Members can register for Go365 access at Go365.com, or by downloading the Go365 Mobile App from Google Play or the App Store.

For assistance:

Call Member Support at 1-888-443-7942

Access the Go365 Community at community.Go365.com
WELLNESS PROGRAM SUPPORT

Sign up for the Go365 Engagement Source website

Go365 Engagement Source is an exclusive website for program administrators that offers support with the planning, promotion and administration of the Go365 wellness program. Available free of charge, this valuable resource includes:

• Wellness administration tools, including an admin dashboard with which you can limit access for users from your company
• Employer-sponsored Events platform where you can tailor Go365 to your organization’s worksite events
• Challenge platform to administer your own company challenges
• Access to monthly educational webinars for program admins, including member-friendly webinars
• Strategic planning tools, including the Healthy Company Questionnaire and annual wellness calendar
• Tool kits and guides on various wellness program components
• Shareable Go365 materials and health content
• Initiative ideas with supplemental materials
• Wellness insight and expertise, and more!

Administrator Dashboard on Go365 Engagement Source

Engagement Source is open to all employees who help administer your company’s wellness program, however, you may want to limit what features they have access to. Through our dashboard feature, you as the administrator can:

• Control what other users from your company see when they sign in to the Go365 Engagement Source website
• Easily add, change and remove users from the system

Watch this short video to see how it works: https://vimeo.com/246986018
Get signed up here: https://engagementsource.go365.com/
Explanation of terms

Adoption/Legal Guardianship: Add a child due to adoption or the child has been placed with the subscriber under legal guardianship. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at 1-866-584-9140.

Birth: Add newborn coverage. Upon delivery, the employee can call 1-800-872-7207 to ensure coverage. Additions must take place within 30 days of birth. The BA can also add the newborn, or specific details on the infant via HRBA. If details are not updated within 30 days of the birth, please call for assistance.

Change in Eligibility Group: Move the subscriber from one eligibility group to another.

Change prior/other coverage: Update subscriber’s/member’s coverage information.

Child Eligible Disable: Add a dependent that has been declared disabled.

Child Newly Eligible Student: Current dependent newly enrolled as a full-time student.

Coverage Termination: The Coverage Termination date is the last date the employee is covered. This will depend on the group’s provisions; it could be the last day of the month, or the date of termination.

Divorce/Legal separation: Remove a spouse from subscriber’s plan due to divorce or legal separation. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at 1-866-584-9140.

Late Enrollee: The subscriber is enrolling outside of the Open Enrollment Period.

Loss of Eligibility: Loss of Eligibility relates to the date when an individual member is no longer eligible for benefits. This date can occur any day of the month—such as a birthday or wedding day—but the member’s termination is actually effective on the Coverage Termination date.

Marriage: Add a new spouse to the existing subscriber’s coverage. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at 1-866-584-9140.

Move out of Service Area: A subscriber or member has moved out of service area.

New Hire: Add a person newly hired at the company.

Open Enrollment: The period of time when the employees choose benefits for the new plan year.

Rehire Pre-Enrollment: Add rehired subscribers demographic/coverage election. Once this is complete, the member would be allowed to complete their own enrollment on MyHumana.

ONLY AVAILABLE FOR SOME GROUPS

Eligibility waiting periods

If hire date is June 24, and benefits eligibility is immediately after …
If hire date is June 24, and benefits eligibility is the FIRST day of the month FOLLOWING … 30 days July 24 … 30 days August 1 … 60 days August 23 … 60 days September 1 … 90 days September 22 … 90 days October 1

Relationship codes

Relationship codes
0 = Subscriber
1 = Children
3 = Spouse
21
Frequent events and materials needed

Any corrections due to system functionality require a call to the Employer Web Team.

Social Security number correction
• The BA will send in a copy of the change form with the correct Social Security number or a copy of the subscriber Social Security card
• The correction will be made in the platform first; the web specialist will send enrollment a ticket to have the incorrect Social Security number corrected

Effective date correction
• Call the web team and they will assist the group in submitting another event, or by correcting the dates with enrollment if this can’t be corrected during the call

Date of hire correction
• Provide web team with the correct date of hire. They will send a request to enrollment to correct the date of hire, and then correct online

Duplicated subscriber or dependent
• A web specialist will send an IT request to get a duplicate person removed

Changing the eligibility group
Possible reasons a BA would call in regarding the group eligibility:
• If a member is terminated and the group is going through OE and the eligibility group changes, then the BA would change the eligibility group first before the subscriber can be enrolled on the correct plan
• If the BA does not see the correct benefit listed under the coverage level drop-down menu, then the BA will change the eligibility group to get the correct benefit that is tied to it

Newborns
• The BA will check View Subscriber Summary
• View dependent history to see if the newborn has been added for first 30 days coverage

If the newborn is showing coverage:
1. Modify Subscriber/Dependent Info
2. Create the event Gain/Loss of Other Coverage and make the effective date the day after the termination date listed on the Dependent History screen
3. Only make a change to the dependent demographic screen if the newborn name is listed as boy/girl, or if there is an end date for coverage on the Dependent History screen
4. Select coverage for the newborn on the Coverage screen
5. Continue to Review and Finish screen and Submit
Password recovery


From Humana.com, select Forgot Password link

Click Select a User Type and choose Employer then Continue.

Enter username to confirm and Continue.
You will be prompted to answer your security question.

Now, enter a new password. If assistance is needed with the security question or entering a new password, please call HB Web Support.

Browsers and encryption

To protect the privacy of our customers and members, Humana uses the most current, top-level technology. Browser security is closely linked to encryption code. For that reason, users can only access the secure sections of Humana’s site using a browser equipped with 128-bit encryption or higher—which means your web activity is encrypted before it’s transmitted over the internet using 128-bit secure socket layer (SSL) encryption technology. This technology works in tandem with the built-in security features of internet browsers such as Microsoft Internet Explorer. This technology is the most secure form of encryption widely used on the internet today.