



PROGRAM RENEWAL – MEMBER UPDATE

Did you know your Vitality Status® is based on your HumanaVitality program year? You will still enjoy the Vitality Status that you earned during the previous program year while shopping in the HumanaVitality® Mall, but to continue receiving the benefits of your Vitality Status, you will need to re-qualify each year.

OVERVIEW

Here is what you can expect upon your HumanaVitality renewal. You can also find popular FAQs under the Frequently Asked Questions section of the HumanaVitality Web site, after you log-in to Humana.com.

If you are Bronze, Silver, Gold or Platinum, you will keep your Vitality Status for the remainder of the Plan Year in which your Vitality Status is earned. You will also keep your Vitality Status for the next program year immediately following. To continue receiving the benefits of your Vitality Status, you need to re-qualify every program year. If you are uncertain when your program year renews, check with your Humana Resources Department or Benefits Administrator.

HOW IT WORKS

Here's how your carry-over Vitality Status works:

- If you achieved Platinum Status this program year, you will maintain Platinum Status through the end of the next program year.
- You will want to stay engaged and continue earning Vitality Points to keep the same Vitality Status the following years, so you continually have Platinum Vitality Status.
- The higher your Vitality Status, the higher your rewards potential when redeeming your Vitality Bucks® in the HumanaVitality Mall (eligible for Silver, Gold and Platinum Vitality Status).

Here is an example: Your upcoming program year renewal is January 1st. If you achieved Platinum Status by December 31st, you will maintain Platinum Status through January 1st of the following calendar year. As long as you re-qualify your Platinum Vitality Status within the next calendar year, you will maintain your Platinum Vitality Status. This means that whatever Vitality Status you earn by December 31st of each year will be your carry-over Vitality Status beginning January 1st. The same process for maintaining your Vitality Status will repeat at every program renewal.

You can carry-over 10% of your Vitality Points balance each program year as our way of helping you kick-start your earnings for the next program year.

While your unspent Vitality Bucks will remain in your account, you must redeem them within three years. Each program year, you will receive an equivalent number of new Vitality Bucks corresponding to the 10% Vitality Points carry-over. It is important to remember that your Vitality Bucks will expire if you are no longer covered by your plan and/or sponsor's plan, or if you end the program year in Blue Vitality Status.

If you are a Blue Vitality Status member on the last day of your program year, all of your Vitality Points and Vitality Bucks will reset to zero as of your program renewal date. You will not retain any Vitality Points in your account unless you take the Health Assessment to increase your Vitality Status to Bronze by the last day of your program year (example: If you have a January 1 program renewal date, the last day of your program year is December 31st).

TAKE ACTION

Remember, you must complete your Health Assessment every program year in order to spend your Vitality Bucks in the HumanaVitality Mall. While you can take your Health Assessment any time, if you complete it within the first 90 days of the program year, you will receive 250 additional Vitality Points.



Program Year Renewal FAQs

Q: What will happen at the end of the program year to the Vitality Points™ and Vitality Bucks® that I've earned during the program year?

A: Your unspent Vitality Bucks are good for three full years following the year they were earned, unless membership terminates.

If you end the program year in Bronze Vitality Status™ or higher, you will carry-over 10% of the Vitality Points™ you earned this program year as long as you stay on the same plan and/or sponsor's plan and you take the Health Assessment in the new program year.

Q: What happens to my Vitality Status™ when the next program year begins?

A: Your earned Vitality Status will reflect the level you earned the prior year; however, in order to engage in the new program year or redeem your Vitality Bucks in the HumanaVitality Mall, you will need to take the Health Assessment.

Q: What happens if my Vitality Check® was in-range last year and out of range the next?

A: If you received in-range screening results in the first program year, but your results are out of range when you complete your Vitality Check biometric screening during your second HumanaVitality program year, you will still receive Vitality Points in the second program year for Vitality Check completion and the measurements for which you were in-range (except for BMI) during the previous year. Points for in-range results carry-over for one program year.

You can update the HumanaVitality Health Assessment and biometrics throughout the program year.

Q: What happens if the program year ends in the middle of a goal period? Does my goal period start over?

A: No. The timeline for completing your goals is not impacted by the end of the program year. As long as you remain a HumanaVitality member, the deadlines for your goals will remain unchanged, and you will earn Vitality Points upon completing the goals you have chosen. If you don't complete a goal within the designated time frame, you'll have an option to re-select the goal as soon as it expires.

Your goals are based on your responses to the health assessment and your biometric results; therefore, each time you complete the health assessment or update your biometrics, your goals could change.