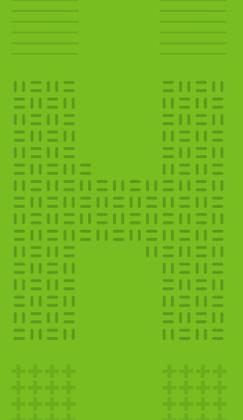




Group Medicare Insights: Member experience



Why plan sponsors win with digital channels



Plan sponsors want the best for their Group Medicare Advantage (GMA) members, including access to digital tools. That's because engaging retirees via digital channels not only increases member access to vital information, but also significantly strengthens member satisfaction.

According to a recent study, digital satisfaction among members of the highest-performing Medicare Advantage plans is 98 points higher, on average, than among those of the lowest-performing health plans.¹

Here's how Humana supports GMA members through digital channels.

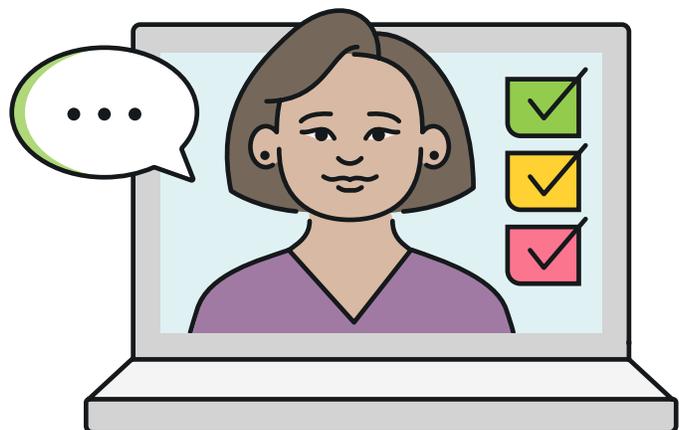
MyHumana

With MyHumana, members can log in to a secure online portal to get immediate access to plan information, discover innovative tools, and find up-to-date documents and critical resources, all in one place.

- ✓ View plan documents online or request to have them mailed
- ✓ View claims details
- ✓ Access ID cards
- ✓ Check benefits
- ✓ Find in-network providers and pharmacies

- ✓ Access SmartSummary, monthly statements detailing benefits, healthcare spending and claims after activity
- ✓ Connect with live representatives during business hours for online chat support

[Click here to visit MyHumana](#)



MyHumana app

The MyHumana app gives members easy access to their Humana plan essentials including:

- ✓ Coverage and benefit details
- ✓ Humana digital member ID cards
- ✓ Drug price estimates and the ability to check for alternatives even before leaving the doctor's office
- ✓ Ability to pay premiums
- ✓ Nearby care locations with directions delivered to their phone's map app

Go365 by Humana®

Seniors are encouraged to stay active with Go365, Humana's healthy living and learning program for eligible members.

- ✓ Earn points by completing healthy activities, such as visiting the doctor, fitness tracking or exercising
- ✓ Redeem points for gift cards through Go365 Mall
- ✓ Easily track activities online or via forms
- ✓ Have fun while achieving physical and emotional health goals
- ✓ Go365 integrates with SilverSneakers®, offering access to gyms, classes and events for eligible activities
- ✓ Activity trackers sync easily for automated logging

[Click here to explore Go365 by Humana®](#)

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1. [“Medicare Advantage Plan Member Satisfaction Facing Headwinds; Digital Innovation an Emerging New Solution, J.D. Power Finds,”](#) J.D. Power, Aug. 19, 2025, last accessed Jan. 1, 2026.

To learn more, visit [Humana Group Medicare](#)