

What happens if I don't receive my gift card(s)?

Physical Cards: Please allow 5-7 business days for processing your card. If you do not receive your card via USPS within 2 weeks of placing your order, please call **1-877-774-8592** to report it as lost. Verification will be made that the original card was not used; it will be cancelled and a new one will be issued.

Digital Cards: You should receive an email with your non-refundable and non-exchangeable digital gift card within 24 hours of placing your order. Please make sure to check your spam folder in the event your email provider has blocked the delivery.

My transaction using my gift card was denied – what should I do?

First check the balance of the card. If there is still a balance on the gift card, call customer service at **1-877-774-8592** for assistance.

What should I do if a retailer won't accept my gift card?

Please call customer service at **1-877-774-8592**. They will work with the retailer to resolve the issue.

This information is available for free in other languages. Please call our Customer Service number at 1-877-774-8592 (TTY/TDD users should call 711). We are open between 8 a.m. and 8 p.m., local time, 7 days a week. If you are calling from February 15 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

Esta información está disponible en otros idiomas de forma gratuita. Comuníquese a nuestro número de Servicio al cliente al 1-877-774-8592 (los usuarios de TTY/TDD deben llamar al 711). Nuestro horario es de 8 a.m. a 8 p.m., hora local, los 7 días de la semana. Si usted llama del 15 de febrero al 30 de septiembre, durante los fines de semana y feriados, se usarán tecnologías alternas (por ejemplo, correo de voz).

You must continue to pay your Medicare Part B premium. This information is not a complete description of benefits.

Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

HealthMine, Inc., is an independent company that provides digital health and personal clinical engagement tools and services for Blue Cross and Blue Shield of Texas.

Blue Cross[®], Blue Shield[®] and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

HMO Plan available in the following Houston counties: Chambers, Fort Bend, Hardin, Harris, Jefferson, Liberty, Montgomery and Orange. HMO plans available in the following Texas counties: Bastrop, Hays, Burnet, Lee, Caldwell, Williamson and El Paso. PPO plans available in the following Texas counties: Bastrop, Burnet, Caldwell, Chambers, Orange, Hardin, Collin, Dallas, Denton, Fayette, Bexar, Jefferson, Fort Bend, Harris, Hays, Lee, Liberty, Montgomery, Tarrant, Travis and Williamson.

Blue Cross Medicare Advantage PPO plans are provided by HCSC Insurance Services Company (HISC), and HMO plans provided by GHS Insurance Company (GHS), Independent Licensees of the Blue Cross and Blue Shield Association. HISC and GHS are Medicare Advantage organizations with a Medicare contract. Enrollment in HISC's and GHS' plans depends on contract renewal.

What You Need to Know About: Your Rewards & Incentives Program

Put \$100 in gift cards in your pocket for staying healthy



www.BlueRewardsTX.com



Recommended screenings that earn YOU rewards



What is the Rewards and Incentives Program?

The Rewards and Incentives Program gives Blue Cross Medicare Advantage members a healthy and easy way to earn up to \$100 in gift cards from national and local retailers. You receive a gift card of your choice for completing Healthy Actions throughout the year.

Why are we offering the program to you?

It's simple: visiting your doctor at least once a year can help you catch small health problems before they become big ones. You can earn a gift card just for getting your **Annual Wellness Exam**. These Healthy Actions can earn you rewards, too:

- Annual flu vaccine
- Completion of Health Questionnaire
- Colorectal cancer screening
- Retinal eye exam

Healthy Action rewards available to some members:

- For Diabetics:
 - A1c testing
 - Nephropathy testing
- For Applicable Members:
 - In Home Assessment
- Mammogram screening

Learn more about Healthy Actions at www.BlueRewardsTX.com

How do I get started with the program?

Three easy ways:

- 1 Go to **www.BlueRewardsTX.com**. You will need your member ID card, date of birth, and email address. After you register, we will send you an email letting you know that your account has been set up.
- 2 If you don't have a computer or have difficulty going online, a family member or friend can help you register. Together you can set it up so that you receive Healthy Action benefits automatically without needing to manage your account on a regular basis.
- 3 You can also call the number on the back of your member ID card. Customer Service will take your information to begin the process to set up your account.

Once registered, the system will automatically record your Healthy Actions. It may take up to 90 days for Healthy Actions to show as completed in the system. As soon as this occurs, you can select your gift card from a list of national and local retailers.

Things to remember:

- One reward per healthy action per year
- Healthy action dates of service must be in the current Plan year
- Maximum annual rewards of \$100 in gift cards

Your good health is our goal

Are all of the Healthy Actions covered in my Medicare Advantage plan?

Yes. To confirm your copays for certain benefits, please see your Summary of Benefits online or call Customer Service at the phone number on the back of your ID card.

What are my gift card options?

Some gift card options include retailers like Albertsons, Amazon, Barnes and Noble, iTunes, Safeway, Starbucks, Walgreens and Walmart. Retailers may offer physical and/or eCards. Be sure to return to the website or call Customer Service to explore new options.

How can I check the balance on my gift card?

Physical Cards: Find the gift card balance by contacting the retailer by phone or online, using information on the back of the card.

Digital Cards: The process for checking balances will vary by retailer. Information about checking balances for the chosen retailer will be provided along with the gift card code sent via email.