

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

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.

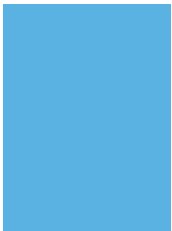
Physical Cards: Please allow seven business days for processing your card. If you do not receive your card via USPS within two weeks of placing your order, please call the number on the back of your member ID card.

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 the number on the back of your member ID card.

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

Please call Customer Service at the number on the back of your member ID card. They will work with the retailer to resolve the issue.



If you have other questions or concerns, please call the phone number on the back of your member ID card.

This information is not a complete description of benefits. Contact the plan for more information.

Blue Cross Medicare Advantage plans are HMO, HMO-POS, and PPO plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract. Enrollment in HCSC's 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



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 for getting qualified wellness visits. And because prevention is better than cure, we're offering \$50 just for doing your **Annual Wellness Visit** in 2019!

These Healthy Actions also earn you rewards:

- Annual flu vaccine
- Colorectal cancer screening
- Fall risk assessment
- Retinal eye exam

Visit the Healthy Activity Portal to view your personalized Healthy Actions. Go to: **www.BlueRewardsIL.com**



How do I get started with the program?

Three easy ways:

- 1 Go to **www.BlueRewardsIL.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:

- Registration is required to participate
- 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
- Healthy Actions that earn rewards are subject to change

Prevention has its Rewards!

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, Jewel-Osco, Safeway, Starbucks, Walgreens and Walmart. Retailers may offer digital eCards and/or physical cards. 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?

eCards: 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.

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