

Independence health rewards Frequently Asked Questions (FAQs)

How does the Independence health rewards program work?

With the Independence health rewards program, you can earn rewards for completing the health care activities available to you. For this year's program, it all starts with your annual wellness visit. You can earn **\$50** for completing this required activity. Then, you can earn up to **\$80** by completing *Preventive Care*, *Vaccines*, or *Social and Lifestyle* activities. By completing and reporting these activities, **you can earn up to \$130 in gift cards!**

After you complete an activity, you must report the activity, redeem your reward dollars, and select a gift card. You can also wait until you have reported all activities, and then redeem all your rewards on one gift card. Report the activity and get your rewards at the Rewards page or call New Ocean Health Solutions at **1-877-268-3646** (TTY/TDD: **711**), Monday through Friday from 8 a.m. to 6 p.m. You must complete your activities by December 31, 2024. When redeeming rewards online, after you click *Get My Reward* and receive the confirmation email, there is no expiration date for selecting your gift card. All rewards must be reported and redeemed before the end of the Independence health rewards program on January 10, 2025.

You can select your gift card(s) at our virtual gift card mall hosted by Tango Card, Inc., a subcontractor of New Ocean Health Solutions. The virtual gift card mall is where you can shop for gift cards from participating retailers using your rewards dollars. You can choose an e-gift card or a physical gift card delivery. **You have until January 10, 2025, to select your physical and/or e-gift card(s).**

Whom do I contact if I have questions about the Rewards program?

We have contracted with New Ocean Health Solutions, an independent company, to assist with your Independence health rewards program. If you have questions about this program or your gift card, please call New Ocean Health Solutions at **1-877-268-3646** (TTY/TDD: **711**), Monday through Friday from 8 a.m. to 6 p.m.

If you reach the New Ocean Health Solutions voicemail, please leave your name, number, and member ID. A representative will return your call within 72 hours.

For questions about your health plan or to get help using your plan benefits, contact our Member Help Team at the number on the back of your member ID card.

How do I report a completed health care activity?

To report an activity, click on the activity from the list on the *Rewards* page and enter the required information to report the activity as complete. For example, you may be asked to enter the service date and the location or name of the provider. If you prefer to do this over the phone, you can call New Ocean Health Solutions at **1-877-268-3646** (TTY/TDD: **711**), Monday through Friday from 8 a.m. to 6 p.m.

How do I know how much I can continue earning?

In the center of the page, members will see the section *Available to earn*. It will show the dollar value of remaining health care activities you can report. *Earned* refers to the dollar value of the health care activities you have reported but have not redeemed. *Pending* is the dollar value of the health care activities you reported but cannot redeem until you report the required *Annual Wellness Visit* activity. *Redeemed* is the dollar value of the reward you redeemed. You must click *Get My Reward* to get your earned rewards and choose your gift card(s). All rewards must be reported and redeemed before the end of the Independence health rewards program on January 10, 2025.

How do I get my reward/gift card after I report an activity?

After you report your required health care activity, you are eligible to get your reward(s). On the center of the *Rewards* page, click on the *Get My Reward* button within the *Earnings* section. That button will open a pop-up that will display the total amount of earned reward dollars to spend towards your gift card(s). After you click *Submit*, you will see a *Success!* pop-up window. An automatic message will be sent to your email address with a confirmation of your reward. Next, click the *See my rewards* button.

That will bring you to the virtual gift card mall, a separate website where you can choose your gift card(s). You can choose more than one gift card totaling the amount of your earned reward dollars. When you click the *Checkout* button, you can choose to enter information for an e-gift card or a physical gift card delivery. There is also a link to the gift card mall in the automatic confirmation email you received when you click *Get My Reward*. If you prefer to choose your gift card(s) over the phone, you can call New Ocean Health Solutions at **1-877-268-3646** (TTY/TDD: **711**), Monday through Friday from 8 a.m. to 6 p.m.

Independence Blue Cross offers PPO, HMO-POS, and HMO Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross PPO, HMO-POS, and HMO Medicare Advantage plans depends on contract renewal. Independence Blue Cross has contracted with New Ocean Health Solutions, an independent company, to manage the Independence health rewards program for Independence Blue Cross members. New Ocean Health Solutions has subcontracted with Tango Card, Inc., an independent company, to manage the gift card service related to the Independence health rewards program. Offer only for eligible Medicare Advantage beneficiaries who completed a health care activity, may not be redeemed for cash (unless required by law). Tango Card, Inc. at its discretion may substitute a gift card of the same value. Terms and conditions may apply for this rewards program. To learn more, visit rewardsgenius.com/reward-link-terms-of-service. Independence Blue Cross, New Ocean Health Solutions, and Tango Card, Inc., are not affiliated with the gift card companies. Please see gift card for terms and conditions of use. Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.