

2024 Goodness Rewards Frequently Asked Questions



Where can my rewards card be used?

Any retail pharmacy or grocery store in the “OTC Network” – Giant Eagle, Walmart, and Dollar General, just to name a few. Find a complete list of OTC Network participating pharmacies or stores at [MyBenefitsCenter.com](https://www.mybenefitscenter.com).

Look for the “OTC” logo at checkout. The card cannot be used to buy alcohol, tobacco, or firearms. It also cannot be used at an ATM.

After I use my card, what do I do with it?

Keep your card until the end of 2024. Your card will be reloaded if you complete additional rewardable activities throughout the year.

Is my card reloadable?

Yes, your card will be reloaded each time you earn a reward.

How long does it take for my reward to get loaded to my card?

Funds will be loaded to your card within one day of Highmark Wholecare receiving notice of you completing a rewardable activity.

How can I check my rewards card balance?

Call 1-888-682-2400 (TTY 711), 24 hours a day, 7 days a week or visit [MyBenefitsCenter.com](https://www.mybenefitscenter.com).

Can I receive my rewards digitally?

No, you will only receive a physical rewards card.

Can I save my reward dollars throughout the year?

Yes, you can save rewards throughout the year. However, rewards expire 12 months after being issued.

Can I be rewarded twice for the same activity in the same year?

No, you can only be rewarded for each eligible activity once per year.

What if my card is lost, stolen, or doesn't work?

Call the Goodness Rewards helpline at 1-833-559-2858 (TTY 711), Monday – Friday, 7 a.m. to 7 p.m.

Is this program different from my Over-the-Counter (OTC) benefit?

Yes, the OTC Network is separate from the OTC benefit received as a member of Highmark Wholecare. The OTC Network refers to eligible stores where you can use your Goodness Rewards card.



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InComm Healthcare is a separate company that administers the Goodness Rewards Program for Highmark Wholecare.

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