



# FAQs

## What is the Highmark Wholecare Goodness Rewards program?

This is how Highmark Wholecare rewards you for completing healthy activities. If you are enrolled in the program, each time you complete an eligible activity, you will receive a reward.

## When does this program start and end?

The Goodness Rewards program runs from January 1st 2022- December 31st 2022.

## How do I enroll in the program?

- Mail – You can mail back the Goodness Rewards Activation Form in the postage paid envelope that you receive in mailers.
- By phone by calling the Goodness Rewards Support Line:
  - **1-800-539-5722**
- Online at [www.goodnessrewards.com](http://www.goodnessrewards.com).

## How do I sign up/in online?

Log into Member Portal with your normal Highmark Wholecare credentials and then click on the My Goodness Rewards link. You will be taken to the Goodness Rewards site where you can view your rewards and status.

## What does activation mean?

In order for you to start getting rewards, you need to sign-up (activate) for the program. If you do not sign-up (activate) you cannot receive rewards. You must enroll in the program by December 31st, 2022 to be able to earn rewards.

## How will I know which healthy activities allows me to get a reward?

1. We will let you know by mail which rewards you can earn, so keep an eye out for any letters!
2. If you opted into digital communications, we can text or email you your available rewards.
3. Visit us at [www.goodnessrewards.com](http://www.goodnessrewards.com).
4. Call the Goodness Rewards Support Line at **1-800-539-5722**.



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## How do I earn the rewards?

Rewards are earned by activating into the program and completing your healthy activities. View a list of eligible activities when you log into your Goodness Rewards account.

## How do I redeem my reward?

When you log into the goodness rewards portal you will have the option to choose to save up your rewards. If you choose this option, when we received notification that you complete a rewardable activity you have to go into the portal and redeem your reward. You can choose to have the reward sent via email, or choose to have the reward mailed to you. If you do not choose to save up your rewards, your rewards will automatically be mailed to you within 7-10 business days.

## How long does it take for me to get my reward?

If you choose to receive your reward via e-mail, it will be delivered within a few 24 hours! If you choose to receive your reward via mail, it will arrive in about 7-10 business days.

## How can I check the status of my reward?

To check status, you should call the Goodness Rewards Support Line Monday – Friday 7 a.m. – 7 p.m. EST.

- The phone number is: **1-800-539-5722**
- Log in online at [www.goodnessrewards.com](http://www.goodnessrewards.com)

## What if I would like to be removed from the program?

We hope you will continue to be a part of the Goodness Rewards program. If you'd like to be removed from the program or communications, please let Highmark Wholecare's Member Services Department know. Keep in mind, you will not be able to receive future rewards and will not be able to get the ones you have already qualified for.

## Can I lose eligibility for an activity?

Yes, if you choose to leave Highmark Wholecare or lose your coverage, any previously available activities completed after disenrollment will not be honored.



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## Can more money be added the gift card as I complete new activities if I choose to receive it in the mail?

No, you will have the option to choose from a select handful of gift cards when you earn a reward. Each reward you earn, you will be sent a new gift card.

## Can I save my reward dollars throughout the year?

You can save rewards throughout the year, however, you must redeem them before 12/31/2022.

## Do my reward dollars ever expire?

Yes, they will expire after 12/31/2022. You may not carry over rewards into 2023.

## Does my gift card ever expire?

MasterCard cards will have an expiration date printed on the card, usually one year after receiving it.

## How do I activate my card?

You will need to use the code on the sticker that is on the card, or visit [www.myrepaidcenter.com](http://www.myrepaidcenter.com)

## Where can I use my gift cards?

Anywhere in the United States that VISA debit cards are accepted, except on the use of firearms, alcohol, or tobacco, and cannot be used as cash at an ARM. If you try to buy any of those items with the gift card, the whole purchase will DECLINE.

- If asked for a PIN, it is on the sticker on the card.
- You should call the number on the back of the card if you are having issues with your purchase.

## What if I never received my reward in the mail or e-mail?

If you never received your card in the mail, or never received it in your e-mail, call the Goodness Rewards line at 1-800-539-5722 to have the reward reviewed.



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## What if I lost my gift card?

The gift cards should be treated like any credit card or cash and kept in a safe location.

- If you have lost your gift card, you should call **1-800-539-5722**. You will be asked for your name and address to validate the account. If you call before the card's expiration date, you will be sent a new card with the remaining balance at the time of your call. The fee is \$6.95 for lost cards.

## What if my gift card was stolen, and there were fraudulent charges on it?

Call **1-800-539-5722** and they will transfer you to MasterCard to open a criminal investigation. You will be required to complete a document if fraudulent charges have occurred.

## Why did I receive a text/email about completing an activity to receive a Goodness Rewards?

When you opted into Goodness Rewards, you had the option to also opt into to receive text messages and/or emails about Goodness Rewards. If you received a text/email about completing a specific activity, this means that you opted into receive text/email.

## What if I want to opt out of getting text messages or emails about Goodness Rewards?

If you would like to opt out or unsubscribe, you can simply reply stop to the text message or click on "Click Here to unsubscribe" at the bottom of the email. Goodness Rewards at **1-800-539-5722** to opt out of digital communications.

## How often will I receive a text/email about Goodness Rewards?

You should receive a text about once a month as long as you still have open activities. If you no longer have any open activities, you will not receive a text/email.

## Why did I get a text/email about an activity that I already completed?

Sometimes there is a lag between the time we get the claims and the time we send out messages. You can disregard that message.