

2024 Medicaid Standard Plan Member Incentive Programs

AmeriHealth Caritas (ACNC)

How to sign up & Start Earning Rewards:

To begin earning rewards, all you have to do is complete a [Care Needs Screening](#) or qualifying Incentives. Information on the Care Needs Screening was provided in the member's welcome kit. The [Care Needs Screening \(CNS\)](#), is a survey that will help ACNC understand the member's needs and how to best support them with programs and services.

- To activate your Care Card, please call 1-888-682-2400 and follow instructions. You can also activate your card and check your card balance by visiting <http://myotccard.com>. You will need your Medicaid ID Cared to complete activation.
 - If you lose your card, you can request a new one by calling ACNC Member Services at 1-855-375-8811.
 - Complete Care Needs Screening within the first 90 days of enrollment
 - CNS must be completed yearly; each calendar year after your first year as an ACNC member
- Members can earn up to \$75 in rewards annually.

How to obtain rewards?

Complete eligible appointments and screenings. ACNC will be notified of completion of healthy activities through Claims data that is submitted by members primary care provider.

How long does it take for a member to receive their reward?

- Up to 90 days, depending on the time of the claims being filed by the Medical Office.

Carolina Complete Health (CCH)

How to sign up & Start Earning Rewards:

A My Health Pays Visa® Prepaid Card will be mailed to members approximately 2 – 3 weeks after becoming eligible with Carolina Complete Health. Once the member receives their My Health Pays rewards card in the mail, please follow the instructions on the activation sticker. **Members will need to have their card with them to complete activation.**

- Eligibility requirements apply. You must be a current Carolina Complete Health member to receive this Value-Added Service.
- Members should keep their card, as future reward dollars will be added to it for each qualifying healthy activity you complete. If you have questions, please contact us at 1-833-552-3876 (TTY 711).
- Members can log in to their member account to check their current My Health Pays rewards balance. [Secure Portal account](#).
- To request a new My Health Pays® rewards card, please contact Member Services at [1-833-552-3876](tel:1-833-552-3876) (TTY: 711), Monday-Saturday 7 AM - 6 PM EST.

How to obtain rewards?

CCH My Health Pays reward dollars are added to your rewards card after CCH processes the claim for each activity the member completes.

- Members can earn up to \$75 in rewards annually.

How long does it take for a member to receive their reward?

Up to 90 days, depending on the time of the claims being filed by the Medical Office.

Healthy Blue (HB)

How to sign up & Start Earning Rewards:

Members can register for Healthy Rewards by logging in to the Benefit Reward Hub at healthybluenc.com or call Healthy Rewards toll free at 888-990-8681 (TTY 711) Monday through Friday from 9 a.m. to 8 p.m. Eastern time. Members must be registered with the Healthy rewards program prior to or within 30 days of the date of service.



How to obtain rewards?

Complete eligible appointments and screenings. First, Healthy Blue must get a claim from the doctor. That can take up to 90 days. Once the claim is received, Healthy Blue will add the reward to your balance if you have joined the Healthy Rewards program and if you have finished the activity requirements.

- Members will earn rewards amounts after the service is confirmed by the claims department. The reward dollars are loaded into the members Healthy Rewards portal where they can be redeemed for a variety of retail gift cards.
- Members must report some healthy activities themselves. Those activities will have a Report button next to them in their Healthy Rewards account home page on the Benefit Reward Hub. Select the Report button to self-report. Members can also call Healthy Rewards toll free to report finished activities.
- Members can earn up to \$75 in rewards annually.

How long does it take for a member to receive their reward?

Up to 90 days, depending on the time of the claims being filed by the Medical Office.

Wellcare (WC)

How to sign up & Start Earning Rewards:

A member has three ways to sign up for and participate in the program. They can choose which way works best for them.

- **Online:** www.wellcare.com/NC Log into the WellCare Healthy Rewards secure member portal, and then click on “Healthy Rewards” in the Member Toolbox.
- **Phone:** 1-866-799-5318 (TTY: 711) Monday – Friday: 7 a.m. – 6 p.m. EST Saturday: 7 a.m. – 6 p.m. EST Call center agents will be able to enter health care activity information and select rewards on a member’s behalf.
- **Mail:** Some members will receive a welcome kit in the mail. In this kit, there are health care activity coupons, which a member can mail in. These coupons ask a member for the details of their visit and to select which reward they want to receive.

How to obtain rewards?

Once a health visit or screening is complete, members can report the necessary information (e.g. the date of the visit, the name of the doctor, etc.). to Healthy Rewards online or over the phone. Then the members can select their reward.

How long does it take for a member to receive their reward?

Most rewards take 2-4 weeks to arrive at the member’s home.

- Certain activities are verified by WellCare. For these activities, a member will receive their reward 2-4 weeks after the activity is verified.
- For activities that are not verified by WellCare, e-cards may be available, which can be downloaded online and used instantly.
- Bonus rewards will arrive 8-10 weeks after the member reports the details of their prenatal care visit.

United Health Care (UHC)

How to sign up & Start Earning Rewards:

Members will receive communication based on their selected preference of mail or email (beginning in July 2024) notifying them of their eligibility for an incentive if they complete a healthy behavior before December 31, 2024

How to obtain rewards?

Upon completion of the healthy behavior, the member may complete an attestation to receive a \$50 Walmart gift card.

- The member can find the form that will need to be filled out to receive their reward within the letter or email the member received notifying them of eligibility.
 - Steps for online submission
 1. Login to myuhc.com/communityplan/healthwellness
 2. Click on “Earn rewards” button
 3. Click on the “Get Started” button to complete the health to-dos
 - Steps for paper form submission
 1. Complete information as requested on the form:
 - a. Date of Visit (must be completed by 12/31/2024)
 - b. Name of provider office
 - c. Select the type of gift card to receive
 2. Use postage-paid envelop to send back to UHC

How long does it take for a member to receive their reward?

It usually takes between 4-6 weeks for a member to receive their reward. They can choose to select a physical or electronic Walmart gift card. Members should receive their electronic gift cards quicker than the physical gift card.

2024 Medicaid Standard Plan Member Incentives

ACNC: Members can earn up to \$75 per Year (July 1- June 30)
CCH: Members can earn up to \$75 per Year
Wellcare: Members can earn up to \$75 per Year (July 1- June 30)
UHC: Member can earn up to one \$50 Walmart Gift Card

Incentive		Incentive Perimeters	ACNC	CCH	HB	WC	UHC
General	Annual Wellness Visit	CCH: Ages 21-65. Cannot earn the same year as Care Needs Screening reward.					
		Healthy Blue: Ages 21+. Once per calendar		\$25	\$25	\$25	
		Wellcare: Ages 20+ years. Once per calendar					
	Asthma Medication Refill	Healthy Blue: Ages 6+. Once per quarter			\$5		
	Breast Cancer Screening	Healthy Blue: Age 50-74. Once every 24 months			\$25		
Care Needs Screening	ACNC: Must be completed within the first 90 day of enrolling (initial) CCH: Must be completed within the first 90 day of enrolling (initial)	\$25	\$20				
Cervical Cancer Screening	ACNC: Ages 21-65. Once every 3 years	\$15		\$25	\$25	\$50	
	Healthy Blue: Ages 21 -64. Once every 36 months						
	Wellcare: Ages 21-64. Once per year.						

		UHC: Ages 1-64. Women with recommended screenings still incomplete					
	Comprehensive Diabetes Care	CCH: Ages 18+. Complete annual: HbA1c test, Kidney & Retinopathy screenings (dilated eye exam) Wellcare: Ages 18-75. Complete annual HbA1c lab test,		\$20		\$25	
	Diabetes Blood Test (A1C)	ACNC: For members diagnosed with diabetes with HbA1C results of 9.0 or less Healthy Blue: Ages 18 -75. Once per calendar year. Wellcare: Ages 18-75. Once per calendar year. UHC: Ages 18-75; Diabetics who have not had a HbA1c test during the calendar year.	\$10		\$25	\$25	\$50
	Dental Visit	Healthy Blue: Ages 2-20. Once per calendar year.			\$25		
	Flu Vaccination	ACNC: Ages <2 years. Once per calendar Wellcare: Ages 6-24 months; 2 shots before 2 nd birthday & Ages 18+. Once per flu season (Sept. -April)	\$50	\$10		\$25=<2yo; \$10= 18+	\$50
	Tobacco Cessation	Healthy Blue: Ages 13+. Must include Counseling with Optum. Once per calendar year. Wellcare: Ages 18+. To start, members must call the Quit Line at 1-866-QUIT-4-LIFE (1-866-784-8454). Members must enroll in the program and complete 5 coaching sessions.			\$25	\$25	
	Behavioral Health Follow-Up	ACNC: Follow-up Visit with behavioral health provider within 7 days after a behavioral health hospital stay. Healthy Blue: Ages 6+. To earn, go to a behavioral health provider within 30 days after a behavioral health hospital stay. Once per quarter Wellcare: Ages 6+. To earn, go to a behavioral health provider within 30 days after a behavioral health hospital stay.	\$10		\$25	\$25	
Pediatrics	Children's Well Visit	ACNC: Ages 3-21. Once per calendar CCH: Ages 2-20. Once per calendar Healthy Blue: Ages 3-20. Once per calendar Wellcare: Ages 3-21. Once per calendar UHC: Members who are 3-21 years of age that have not had their annual well care visit.	\$20	\$20	\$25	\$25	\$50
	HPV Vaccination	Healthy Blue: Ages 11- 12, before 13th birthday. Once per calendar year.			\$25		
	Well-Child Visit (Birth to 30 Months)	ACNC: Ages 0-30mo. Complete 8 Visits. CCH: Complete 6 Visits; Must complete all six visits. One per incentive member Healthy Blue: Complete 6 Visits; Must complete all six visits. One per incentive member Wellcare: Ages 0-30mos. Members may complete up to 6 visits between 0-15 months and up to 2 visits between 15-30 months.	\$20	\$25	\$25	\$25	
	Well-Child Visit (15- 30 Months)	Healthy Blue: Complete 2 Visits. One per incentive member			\$25		

	Child Counseling Follow Up	Wellcare: Ages 1-17. To earn, go to a counseling appointment within 30 days after anti-psychotic prescription.				\$25	
	Immunizations for Adolescent (Combo 2)	Wellcare: Ages 0- 13. Must complete all by 13th birthday.				\$25	
	Childhood Immunizations (Combo10)	Healthy Blue: Age 0-1, before 2nd Birthday. Once per member, Requires completion. Wellcare: Age 0-24 months, before 2nd Birthday. Once per member, Requires completion. UHC: Ages <2 years who have not received both flu shots as part of this measure.			\$25	\$25	\$50
Pregnancy	Prenatal Care Visit*	ACNC: Reward offered for each prenatal visit (up to 7 per pregnancy) Healthy Blue: Ages 13 to 55. Once per pregnancy, 1st Trimester or within 42 days of enrollment Wellcare: Ages 12+ years. 1st Trimester or within 42 days of enrollment	\$10		\$25	\$25	
	Notification of Pregnancy (NOP) Form	CCH: Limited to one form submission per pregnancy.		\$25			
	Bonus Reward Prenatal Care Visit*	Wellcare: Ages 12+. Members who complete a prenatal visit* can choose 1 of the rewards listed. Choice of a stroller, portable playpen, car seat or 6 packs of diapers. To redeem the bonus reward, contact Member Services Monday-Saturday 7 a.m. to 6 p.m. EST.					
	Postpartum Care Visit*	ACNC: 7 to 84 days after delivery CCH: 21 to 56 days after delivery. Requires NOP submission. Wellcare: Ages 12+. May receive incentive for within 7 to 84 days of delivery. Healthy Blue: 7 to 84 days after delivery UHC: Members who have not had their postpartum visit within 90 days of delivery.	\$15	\$10	\$25	\$25	\$50
	Later Postpartum Care Visit*	Wellcare: Ages 12+ years. Visit must be with an OB/GYN, other prenatal care practitioner, or PCP.				\$25	

* Visit must be with an OB/GYN, other prenatal care practitioner, or PCP.