

Healthy Incentives Frequently Asked Questions (FAQs) Individual Plans

Am I eligible to participate in BCBSRI's Healthy Incentives Program?

Yes! As a BCBSRI member you and your covered spouse are eligible to receive up to \$250 each in a CVS Pharmacy® gift card when you complete the program's healthy steps.

How do I join BCBSRI's Healthy Incentives program?

As BCBSRI members, you and your covered spouse are automatically enrolled into the program.

What steps do I need to take to earn points and receive a Healthy Incentives reward?

Earning your \$250 incentive is easy. You and your covered spouse can each earn a CVS Pharmacy gift card after the steps below are completed by **December 1**. You'll earn points each quarter for completing healthy activities and challenges, and then tracking them in your new wellness portal. Points will reset quarterly, and you'll receive your gift card at the end of the year. The amount of the gift card depends on the number of activities you complete.

You must have your annual wellness visit and take your health assessment to receive your \$250 gift card. Your points earn you dollar amounts toward your total incentive as follows:

- Up to **\$60** each quarter for completing healthy activities
- **\$10 bonus** for seeing your doctor for your annual wellness visit and taking an online health assessment (***You'll receive one \$10 bonus for completing both activities.***)

When will I receive my reward?

BCBSRI will deliver your electronic gift card to the email address registered on your bcbsri.com account in January 2018. Follow the instructions in the email to begin using your gift card.

How will I know when I have completed a step?

The Wellness Portal located on bcbsri.com provides you with information on all the ways to earn your incentives. You can track which actions you have completed by clicking on "Monthly Statement" in the Wellness Portal.

What is a health assessment?

A health assessment is a questionnaire that gives you a quick snapshot of your health. After completing a series of questions, we will provide you with a customized report that gives you suggestions on how to improve your health. We are committed to protecting the privacy of your personal information. For more information, please see our [Privacy Policy](#).

Where is the health assessment located?

You can take your health assessment by logging into bcbsri.com. Click on “**Wellness Portal with Health Assessment**” under “**Health and Wellness**”. Click “**Get started**”, then click on the “**Programs**” link, where you can access the health assessment.

What is an annual wellness visit and how do I set one up?

A wellness visit is an annual preventive exam, also referred to as your annual physical, usually performed by a primary care physician. These visits are covered in full by your Blue Cross & Blue Shield of Rhode Island health plan. To schedule one, contact your primary care physician to set up an appointment.

I had my annual wellness visit but it isn't showing up in the Wellness Portal? What do I do?

It typically takes 1-3 months for your doctor’s office to submit a claim to BCBSRI. You can check to see if your claim has been processed in the Claim Center on bcbsri.com. Your visit will be reflected in the Wellness Portal within 30 days of the claim being submitted. If it has been more than a month since your claim was submitted and the step is not showing in the incentives section of your Wellness Portal, please contact Customer Service at the number on the back of your ID card for assistance.

What activities can I track?

Examples of trackable daily activities are below. To make tracking even easier, you can sync your device. The Wellness Portal syncs with 97% of all devices/smartphone applications on the market today.

- *Daily Steps*
- *Physical Activity*
- *Nutrition*
- *Sleep Habits*
- *Participation in Challenges*

ExtraCare® Health Card

What is the ExtraCare Health card?

The ExtraCare Health Card is an exclusive discount card for Blue Cross & Blue Shield of Rhode Island members. The ExtraCare Health Card provides savings of 20 percent* on thousands of CVS Pharmacy brand health-related items for you and your family.

Is there is a list of eligible health-related items?

Yes, health-related items include allergy remedies, baby care, first aid, pain relievers, cough and cold remedies, vitamins, and supplements. A full listing is included [here](#).

I already have an ExtraCare Card. How is my new ExtraCare Health Card different?

Your new ExtraCare Health Card gives you all of your current benefits plus an additional 20 percent* back on thousands of CVS Pharmacy brand health-related items.

When you receive your ExtraCare Health Card in the mail, visit www.cvs.com/extracarehealth, between 6:00 a.m. and 8:30 p.m. Eastern Time to transfer your ExtraCare Card rewards to your ExtraCare Health Card or call toll-free 1-800-SHOP-CVS (1-800-746-7287) from 8:30 a.m. to 7:00 p.m., Eastern Time if you have any questions.

Where can I use my ExtraCare Health Card?

You can use the card at any CVS Pharmacy location or online at www.cvs.com.

How do I start saving?

Simply present your ExtraCare Health Card at the store register or when you shop online at www.cvs.com.

*The 20 percent discount is restricted to items purchased for the health care of cardholder, spouse or dependents and applies to regularly priced CVS Pharmacy brand health-related items valued at \$1 or more. Excludes prescriptions, alcohol, lottery, postage stamps, gift cards, money orders, pre-paid cards and photo finishing, and is not valid on other items reimbursed by a governmental program. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.