



## DUAL CARE MEMBERS

# Earn rewards for healthy actions

They say good health is its own reward. But a tangible reward is pretty sweet, too. So we're pleased to offer you incentives for completing important preventive care services, such as a routine physical or annual wellness visit.

## How it works

Complete one or both of the preventive care services listed below. Once your claim has been processed, **you'll receive a reward certificate in the mail that allows you to choose a gift card** from an extensive list of popular retailers.

## A few key details

- This program is available to members on a **PacificSource Dual Care or Dual Care Alliance** (HMO D-SNP) plan.
- No registration is needed.
- You must complete the service before the end of the year.
- There are no fees associated with gift card activation.

These preventive care services cost you \$0	Gift card reward
<b>Routine physical or annual wellness visit or in-home assessment</b>	\$50
<b>Health Risk Assessment survey</b>	\$15

Rewards may be earned once per calendar year.

*Continued >*



## Q&A

### What are my gift card options?

Gift card options include retailers such as Barnes & Noble, Starbucks, The Home Depot, Best Buy, Petco, Chipotle, IHOP® and AMC Theatres.

### How can I check the balance of my gift card?

Find your gift card's balance by contacting the retailer by phone or online, using information on the back of the card.

### How do I get my gift card?

Once your claim has been processed, you'll receive a reward choice certificate in the mail. The certificate will say which action you're being rewarded for and the dollar amount. You can choose your gift card by following the instructions on the certificate.

### What should I do if I don't receive my gift cards?

Please allow four weeks to receive your card after you've made your selection. If you do not receive your card in the mail within four weeks of placing your order, please call Customer Service to report it as lost. See contact info below.

### My transaction using my gift card was denied—what should I do?

First, check the balance of the gift card. If there is still a balance on the card, contact Customer Service.

### What if a retailer won't accept my gift card?

Please contact Rewards Program Customer Service. They will work to resolve the issue.



### Rewards program customer service:

- Phone, toll-free: **866-601-5921**, TTY: 711.
- Email: [Questions\\_MN@Engage.IncommIncentives.com](mailto:Questions_MN@Engage.IncommIncentives.com)
- PacificSource Customer Service phone, toll-free: **888-863-3637**, TTY: 711. We accept all relay calls.

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PacificSource Community Health Plans is an HMO, HMO D-SNP, and PPO plan with a Medicare contract and a contract with Oregon Health Plan (Medicaid). Enrollment in PacificSource Medicare depends on contract renewal.