



Health Partners Plans

## 2021 HPP Rewards FAQs Medicaid and CHIP Member Rewards Program

### General Questions

**Question:** What is HPP Rewards?

**Answer:** HPP Rewards is an incentive program for Health Partners (Medicaid) and KidzPartners (CHIP) members. The rewards program gives members the opportunity to earn rewards points for taking care of their health. Members can earn rewards points by going to the doctor and getting health screenings/tests.

**The 2021 HPP Rewards program starts with service dates of January 1, 2021.** Members can earn rewards for services completed through December 31, 2021.

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**Question:** How is the program communicated to members?

**Answer:** Members who meet specific conditions and age requirements will receive a recorded phone message announcing the rewards program. Members may receive multiple calls, depending on the rewards category they are eligible for.

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### Registration

**Question:** What do members need to do to start participating in the program?

**Answer:** Members are automatically enrolled in the program; however, members must register through HPP Rewards, on our online member portal, (<https://hpprewards.net/>) to view and use their rewards points. Members can also register through HPP Rewards at 1-855-827-2862 (TTY 1-877-454-8477); 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except holidays.

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**Question:** Does everyone in the household share the same account?

**Answer:** Every Medicaid and CHIP member who is 18 or older in the household must register for their own accounts to earn and redeem rewards points. Children under the age of 18 can also earn points by completing certain healthy activities. The child's parent or guardian will receive the points in their account. The head of household has the ability to view all the points and use all the points for the household.

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## Health Partners Plans

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**Question:** Can caregivers register for the member?

**Answer:** Yes. If a caregiver is authorized to speak on behalf of the member and can verify the member's identity, the caregiver can register for the member.

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**Question:** Can members cancel their account?

**Answer:** Members are automatically enrolled in the program. If members do not wish to participate in the program, members do not need to do anything.

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## Questions Regarding Rewards Points

**Question:** How can members earn reward points?

**Answer:** HPP Rewards gives members the opportunity to earn rewards points for taking care of their health. Members can earn rewards points by going to the doctor and getting health screenings.

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**Question:** How can members redeem their earned points?

**Answer:** Members can redeem earned points through HPP Rewards (<https://hpprewards.net/>) or by calling 1-855-827-2862 (TTY 1-877-454-8477).

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**Question:** How will members know that they have earned points?

**Answer:** Members can monitor their healthy activities and the points earned at (<https://hpprewards.net/>) or by calling 1-855-827-2862 (TTY 1-877-454-8477).

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**Question:** Can points be shared among members and their accounts?

**Question:** Every Medicaid and CHIP member in the household can register to earn and use rewards points. As previously stated, the head of household can use all the points available for the household. Children under the age of 18 can also earn points by completing certain healthy activities. The child's parent or guardian will receive the points in their account.

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**Question:** Can points be redeemed for cash or a gift card?

**Answer:** Members can redeem their earned points for rewards in fitness, athletic, outdoor gear, personal items, kitchenware, or baby products and movie tickets. Rewards cannot be redeemed for cash. Members will be able to view available rewards online or by calling HPP Rewards.

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## Health Partners Plans

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**Question:** Do members have to use their points as soon as they earn them?

**Answer:** Points earned in 2021 need to be redeemed by December 31, 2022. Any points earned in 2020 (from March 13 - December 31, 2020) will expire on December 31, 2021.

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**Question:** Can members redeem their points if they are no longer an HPP member?

**Answer:** If a member is no longer part of a Medicaid or CHIP plan, he/she will have until the end of the calendar year to redeem any earned points. Members cannot continue to earn points once they are no longer with HPP.

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**Question:** What if members didn't earn points for an eligible health activity that they completed?

**Answer:** Members can track their healthy activities and the points earned at (<https://hpprewards.net/>) or by calling HPP Rewards at 1-855-827-2862 (TTY 1-877-454-8477) to discuss point discrepancies. Rewards are calculated from claims submitted, completion of the Health Survey or delivery date for prenatal/postpartum rewards. Members should allow up to 3 months for claim submission in order to see healthy activities and points earned.

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**Question:** Do points expire?

**Answer:** Yes. All points earned during the calendar year will expire on December 31 of the next calendar year. Points earned in 2021 need to be redeemed by December 31, 2022. (**Note:** Points earned March 13 - December 31, 2020 will expire on December 31, 2021, points earned in 2019 expired on December 31, 2020).

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**Question:** If members completed their healthy activities January 1, 2020 through March 12, 2020, do these activities earn points?

**Answer:** No, members can earn points on qualifying activities completed starting on March 13, 2020. Any activities completed before this date do not qualify.

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## HPP Rewards Catalog Questions

**Question:** How do members obtain the catalog?

**Answer:** Members can view the catalog at (<https://hpprewards.net/>) or by calling HPP Rewards at 1-855-827-2862 (TTY 1-877-454-8477) for assistance. Members should allow 7-10 business days for the catalog to arrive.

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## Health Partners Plans

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**Question:** Will items in the catalog always be available?

**Answer:** No. Catalog items may be out of stock. If an item is out of stock, the member should select another or similar item. Catalog items are subject to change over time with no advance notice.

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**Question:** What if a gift card is lost or stolen?

**Answer:** All orders are final. If a gift card is lost or stolen, it cannot be replaced.

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## Order Questions

**Question:** How quickly will members receive their order order?

**Answer:** Orders should arrive within about three weeks.

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**Question:** Who ships orders?

**Answer:** United States Postal Service (USPS) and FedEx.

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**Question:** What if the item is ordered item is damaged?

**Answer:** Items damaged upon arrival must be returned within 10 business days after the date of the postmark. Members should call HPP Rewards at 1-855-827-2862 (TTY 1-877-454-8477) to request a return label or ask the carrier to return the package to sender. The item must be returned in the original packaging. The damaged item will be replaced with the same item if it is available. If the item ordered is no longer available, the member may choose another item. If the item was damaged while being used, it will not be able to be replaced. Do not open if the box is damaged. Please send a picture for our records.

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**Question:** Are all items shipped in the same package?

**Answer:** We will try to ship all items in the same order in one package. However, large orders may not fit in one package and will need to be sent separately.

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**Question:** What if I don't like the item I ordered?

**Answer:** All orders are final. No returns or exchanges are allowed if a member decides they don't like an item.

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## Health Partners Plans

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**Question:** Is there a way to expedite shipping?

**Answer:** A faster shipping method is not currently available.

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## Activities

**Question:** What are the healthy activities that members can complete and how many points are earned for each activity?

**Answer:** All members who meet certain criteria are eligible for this program by completing the qualified activities below:

### Well-Adolescent Checkup (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- Complete at least one comprehensive well-care checkup with a PCP or an OB/GYN practitioner during the measurement year.
- **AGE:** 12-21
- **REWARD POINTS:** 250 per calendar year

### Lead Screening (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- Complete capillary or venous lead blood test for lead poisoning before second birthday
- One-time reward
- **AGE:** <2 Before 2<sup>nd</sup> birthday
- **REWARD POINTS:** 200 points (one-time reward)

### Diabetes Eye Exam (Medicaid Only)

#### **ELIGIBILITY & REWARD EVENT:**

- Diagnosis of type 1 or type 2 diabetes
- Completion of diabetic retinal exam
- **AGE:** 18-75
- **REWARD POINTS:** 200 points per calendar year

### Diabetes HbA1C Test (Medicaid Only)

#### **ELIGIBILITY & REWARD EVENT:**

- Diagnosis of type 1 or type 2 diabetes
- Completion of HbA1c test



## Health Partners Plans

- **AGE:** 18-75
- **REWARD POINTS:** 200 points per calendar year

### Diabetes PCP Visit (Medicaid Only)

#### **ELIGIBILITY & REWARD EVENT:**

- Diagnosis of type 1 or type 2 diabetes
- Completion of annual PCP visit
- **AGE:** 18-75
- **REWARD POINTS:** 200 points per calendar year

### Hypertension PCP Visit (Medicaid Only)

#### **ELIGIBILITY & REWARD EVENT:**

- Diagnosis of hypertension
- Complete an annual PCP visit
- **AGE:** 18-85
- **REWARD POINTS:** 200 points per calendar year

### Postpartum Visit (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- Complete postpartum care visits 7-84 days after delivery
- One-time reward per pregnancy
- **AGE:** Any
- **REWARD POINTS:** 250 points one-time reward per pregnancy

### First baby outpatient visit—after the hospital/delivery—within 30 days of delivery (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- Complete well baby visit
- One-time reward per pregnancy
- **AGE:** First month of life
- **REWARD POINTS:** 250 points one-time reward per pregnancy

### 1st Prenatal Care Visit (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- Complete prenatal care visit as a member in the first trimester or within 42 days of enrollment
- One-time reward per pregnancy
- Reward will reflect after delivery date reported on claim submission



## Health Partners Plans

- **AGE:** Any
- **REWARD POINTS:** 250 points one-time reward per pregnancy

### Member Health Survey Completion (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- New Member to plan in 2020
- Completion of Health Survey within 90 days of enrollment with Health Partners Plans
- **AGE:** Any
- **REWARD POINTS:** 100 points per lifetime

### Dental Visit (Medicaid and CHIP)

#### **ELIGIBILITY & REWARD EVENT:**

- Complete dental exam
- **AGE:** 15 - 20
- **REWARD POINTS:** 200 points per calendar year

\*Discontinued from 2020 Program

### \*Diabetes Prevention Program/DPP (MEDICAID ONLY)

#### **ELIGIBILITY & REWARD EVENT:**

- Prediabetes diagnosis (HbA1c level between 5.7% – 6.4%) or gestational diabetes diagnosis
- Attend 4 Diabetes Prevention Program (DPP) core sessions offered by an HPP CDC-recognized DPP supplier for first reward
- Attend a healthy cooking demonstration during a DPP class for second reward

DPP Suppliers include:

- Temple
- Philadelphia Freedom YMCA
- Delaware Valley Community Health
- **AGE:** 18+
- **REWARD POINTS:**
  - 250 reward points for attending 4 core classes
  - 150 rewards points for attending healthy cooking demonstration



Health Partners Plans

## More Questions

**Question:** Who should members call for rewards program-related questions?

**Answer:** Members can call HPP Rewards at 1-855-827-2862 (TTY 1-877-454-8477), 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except holidays; closed holidays and weekends, or visit <https://hprewards.net/> for assistance.

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**Question:** Who should members contact if they have order related questions (order status, tracking, shipping, received damaged/incorrect item, etc.?)

**Answer:** Members can call HPP Rewards at 1-855-827-2862 (TTY: 1-877-454-8477), or log into (<https://hprewards.net/>) for assistance.

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