



Rewards Program FAQs

WHO IS ELIGIBLE TO EARN REWARDS?

Any member enrolled in a Gold Kidney Health Plan is eligible to participate.

WHEN CAN I START EARNING REWARDS?

Rewards can be earned by completing wellness activities on or after January 1, 2024.

WHEN WILL I RECEIVE MY GOLD KIDNEY PRELOADED BENEFIT CARD?

Any member enrolled in Gold Kidney Health Plan prior to January 1 will receive their card in the mail during the month of January. New enrollees will receive their cards within 30 days of plan enrollment.

WHEN DO MY REWARDS EXPIRE?

Rewards you earn within a calendar year will expire on December 31. Rewards do not roll over to the following year. For members who disenroll, your rewards will expire immediately on the date of disenrollment.

I FORGOT TO USE MY CARD. CAN I BE REIMBURSED?

You must use your Gold Kidney preloaded benefit card to pay for an eligible purchase. There is no option to submit for reimbursement with this rewards program.

WHAT IS THE MAXIMUM REWARD AMOUNT I CAN EARN?

A total of 12 (twelve) wellness activities can be completed per year, each wellness activity earns a \$25 reward for a maximum earning of \$300 per year.

IF MY CARD IS LOST, STOLEN OR DAMAGED AND NEEDS TO BE REPLACED, WHAT SHOULD I DO?

If your card is misplaced, stolen or damaged, please call **1 (833) 690-0182 (TTY 711)**, visit www.goldkidney.alivi.com or report the issue from the Gold Kidney benefits mobile app as soon as possible.



If you still have questions, please call Alivi Member Services: **1 (888) 991-0040**

Monday through Friday between the hours of 8 a.m. and 7 p.m., EST. If you call after hours, you may leave a message and a Benefit Support Representative will return your call the following business day.