



# Rewards Program FAQs

## **Who is eligible to earn rewards?**

Any member enrolled in 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.

## **How do I earn rewards?**

The reward amount will be added to your account when Gold Kidney receives a claim from your doctor after a qualifying visit. Or you can earn your reward amount sooner by self reporting your activities using the [Wellness Verification Form](#).

## **When will I receive my Alivi Gold Kidney Prepaid Visa® 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. If you are not a new enrollee, your card is valid for 3 years from the date you received it.

## **When do my rewards expire?**

Rewards you earn within a calendar year will expire on December 31 and 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 prepaid 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](http://www.goldkidney.alivi.com), or report the issue through 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.