

2024 Goodness Rewards Frequently Asked Questions



Where can my rewards card be used?

Any retail pharmacy or grocery store in the “OTC Network” – Giant Eagle, Walmart, and Dollar General, just to name a few. Find a complete list of OTC Network participating pharmacies or stores at [MyBenefitsCenter.com](https://www.mybenefitscenter.com).

Look for the “OTC” logo at checkout. The card cannot be used to buy alcohol, tobacco, or firearms. It also cannot be used at an ATM.

After I use my card, what do I do with it?

Keep your card until the end of 2024. Your card will be reloaded if you complete additional rewardable activities throughout the year.

Is my card reloadable?

Yes, your card will be reloaded each time you earn a reward.

How long does it take for my reward to get loaded to my card?

Funds will be loaded to your card within one day of Highmark Wholecare receiving notice of you completing a rewardable activity.

How can I check my rewards card balance?

Call 1-888-682-2400 (TTY 711), 24 hours a day, 7 days a week or visit [MyBenefitsCenter.com](https://www.mybenefitscenter.com).

Can I receive my rewards digitally?

No, you will only receive a physical rewards card.

Can I save my reward dollars throughout the year?

Yes, you can save rewards throughout the year. However, rewards expire 12 months after being issued.

Can I be rewarded twice for the same activity in the same year?

No, you can only be rewarded for each eligible activity once per year.

What if my card is lost, stolen, or doesn't work?

Call the Goodness Rewards helpline at 1-833-559-2858 (TTY 711), Monday – Friday, 7 a.m. to 7 p.m.



Because Life.™



Highmark Wholecare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-392-1147(TTY/PA RELAY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-392-1147 (TTY/PA RELAY 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-392-1147 (телетайп/PA RELAY 711).

InComm Healthcare is a separate company that administers the Goodness Rewards Program for Highmark Wholecare.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association (“Highmark Wholecare”). **Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.**