



## Healthy Living Rewards Program for Eligible HAP Medicare Advantage Members Frequently Asked Questions for Providers

**1. What is the Healthy Living Rewards program?**

A program that encourage HAP Senior Plus members to make appointments with their physician for preventive tests and screenings and reward them for completing the services.

**2. Who is eligible for this program?**

HAP Senior Plus members including HAP Primary Choice Medicare (HMO) and HAP Choice Medicare (HMO) members who register for the program by October 31, 2020 and need the applicable services. The tests or services must be completed between January 1, 2020 and December 31, 2020.

**3. What are the rewards?**

The member will receive a voucher redeemable for a gift card from national retailers for the value of the rewards earned.

**4. What do I need to do to ensure the member receives their reward?**

Provide the recommended services and submit the claim to HAP. Member rewards are sent quarterly.

**5. If a member forgets their attestation form, can I print one for them?**

Yes. Forms can be printed from [hap.org/healthyliving](http://hap.org/healthyliving). The forms can also be completed online.

**6. How many rewards can a member receive?**

Members can receive one reward for each type of qualifying service that is recommended they complete. Recommended services must be completed between January 1 and December 31, 2020. Qualifying services can be found in the chart below.

Service	Reward*	Gender	Reward Frequency
<b>Women's health screening</b>			
Mammogram	\$20	Female	27 months
Bone density screening	\$20	Female	24 months
<b>Colorectal cancer screening</b> <b>Talk to your provider about which screening in this category is right for you.</b>			
Colonoscopy	\$50	All	10 years**
Sigmoidoscopy	\$40	All	5 years**
CT colonography	\$10	All	5 years**
Fecal Occult Blood Test (FOBT)	\$10	All	1 year**
<b>Health status discussion with provider</b> <b>Form will be provided by HAP to complete and return.</b>			
Bladder control, physical activity, fall risk, mental and physical health	\$10	All	1 year
<b>FOR MEMBERS WITH DIABETES ONLY</b>			
Retinal eye exam	\$20	All	1 year
Urine nephropathy screening	\$10	All	1 year
HbA1c test	\$10	All	1 year

\*Reward sent as a voucher, redeemable for a gift card.

\*\*Only in the absence of other services in this category in the time frame referenced. For instance, if you had a colonoscopy, you wouldn't be eligible for another reward by completing another screening in this category.

**7. Can the member receive more than one reward for each service?**

No. Members can receive only one reward per type of test each year.

**8. How does HAP know the member received a service?**

We capture the services within our claims data, along with the attestation forms we receive from the members.

**9. What if the member completed a service that is eligible for a reward *before January 1, 2020* and is not due for it again this year?**

Unfortunately, services completed before January 1, 2020 are not eligible for this reward program. Services must be completed between January 1 and December 31, 2020.

**10. Who do I contact with questions about this program?**

Visit [hap.org/healthyliving](http://hap.org/healthyliving) or call HAP Provider Services at **(866) 766-4708**.

**11. Who do members contact with questions about this program?**

Members can visit [hap.org/healthyliving](http://hap.org/healthyliving) or call the Customer Service phone number on the back of their HAP ID card.