

Medi-Cal Member COVID-19 Vaccination Gift Card Incentive

Frequently asked member questions

Attesting to the vaccination online

The \$50 electronic gift card is redeemable at participating U.S. Walmart® stores.

- Who is eligible?
 - Current CalViva Health members who:
 - Are age 6 months or older.
 - Have a valid Medi-Cal/Medicaid member identification (ID) number.
 - Received the first dose shot of a U.S.-recognized COVID-19 vaccine during the period of November 22, 2021, through December 31, 2022.
 - Please note: Valid only for the **first 5,000 eligible participants** who submit a redemption request during the offer period.

- How do I redeem a gift card?
 - You must be age 18 or older.
 - Go to WellcareRewards.inspireandperform.com/?state=CA.
 - On behalf of yourself and/or other household family member(s) who are also eligible participant(s), you will need to provide a valid Medi-Cal/Medicaid member ID number(s), additional member information including a valid email address, and information regarding completion of a qualifying vaccination. This includes, but is not limited to, the vaccine type (from a list of qualifying vaccines), location where the qualifying vaccination(s) was administered and date(s) of the vaccination, as applicable.

- What do I do with the QR code?
 - Some users may need to install a QR code reader onto their smartphone.
 - Open the camera or QR reader on your phone.
 - Hold your device over the QR code so that it's clearly visible within your smartphone's screen.
 - If the phone does not automatically scan the code, press the camera button to snap a picture.
 - Your phone will now read the code and navigate you to the redemption site.

- How do I redeem for my household (i.e., a family with five, six, or seven or more kids)?
 - A separate redemption request must be completed and submitted for each family member within your household and each such family member must be an eligible participant with a valid Medi-Cal/Medicaid member ID number, or the redemption request will be invalid.
 - There is no cap on family members, but there is a limit of eight (8) gift cards that can be redeemed per one valid email address.
 - Accurate, valid and complete information must be submitted.

- I can't log in to the "wellcarerewards" website. Who can help?
 - Please make sure you are entering your Medi-Cal/Medicaid ID and last name exactly as it appears on your member ID.
 - If you still cannot enter, please call the Member Services number on the back of your member ID card, or 888-893-1569. *(It might be that this person needs to be researched by Member Services for eligibility. We update the eligibility file each month with new members. If we show them as having already received their first dose in our system, then they will not be on the eligibility file and, therefore, rejected by the system.)*

- I tried to log in to the "wellcarerewards" website, but I locked myself. Who can help?
 - The system will not lock you out. Please make sure you are entering your Medi-Cal/Medicaid ID and last name exactly as it appears on your member ID. If you still cannot enter, please call the Member Services number on the back of your member ID card, or 888-893-1569. *(It might be that this person needs to be researched by Member Services for eligibility. We update the eligibility file each month with new members. If we show them as having already received their first dose in our system, then they will not be on the eligibility file and, therefore, rejected by the system.)*

- I successfully logged in to the "wellcarerewards" website, but I still have not received my gift card. What can I do?
 - Please check the order confirmation email sent to the email address you entered online when submitting for COVID-19 vaccination rewards. The order confirmation email (**Subject line:** Thank you for your order! SXXXXXXXXXX) has a link to check on your order any time. If the product status reads "Email sent by Supplier," then make sure you check your spam/junk folder as the gift card may have gone there.
 - Orders come from order@my-order-status.com. For any additional issues related to your order, you can also email programawardcenter@biworldwide.com with your order information and questions.

Receiving the gift card

- When will I expect to receive the gift card?
 - Gift cards provided are anticipated, but not guaranteed, to be sent within approximately five (5) business days to the eligible participant's email address (provided during the redemption request after validation of the redemption request).

- I submitted the request 10 days ago and still have not gotten my gift card?
 - Please check the order confirmation email that was sent to your email address that you entered online when submitting for your COVID-19 vaccination rewards. The order confirmation email (**Subject line:** Thank you for your order! SXXXXXXXXXX) has a link to check on your order any time. If the product status reads "Email sent by Supplier," then make sure you check your spam/junk folder as the gift card may have gone there. Orders come from order@my-order-status.com.
 - For any additional issues related to your order, you can also email programawardcenter@biworldwide.com with your order information and questions.

- I received the gift card. But when I went to Walmart, I was told there is a problem with the card (e.g., it is not active, it is not working, it has already been used, there is no balance, etc.). What do I do?
 - For balance inquiry, call 888-537-5503 or go to Walmart.com/giftcards or samsclub.com.
 - If you can't resolve the issue with the retailer, email programawardcenter@biworldwide.com for help.
- I lost/misplaced my gift card. Can I get a new one?
 - Gift cards will not be replaced if lost, misplaced, stolen, damaged, destroyed, returned, unclaimed, misdelivered (including in to spam or junk folders) or undeliverable.
 - Members are responsible for lost or stolen gift cards and they will not be replaced. However, with email codes we can always resend to the same email address.
- Can you mail me a physical gift card instead of sending me an electronic copy?
 - For additional assistance, please call the Member Services phone number on the back of your member ID card, or 888-893-1569. They can help mail a physical gift card to your member address.

Redeeming the gift card

- Do the gift cards expire?
 - The electronic gift cards do not have an expiration date.
- I accidentally deleted the email with the gift card information. Can you please resend?
 - Please check your deleted items folder.
 - If it is not there, take down the information you applied with and email BIW to escalate and get resolved: programawardcenter@biworldwide.com.
 - For additional assistance, please call the Member Services phone number on the back of your member ID card, or 888-893-1569.
 - With email codes we can always resend the same code to the same email address.
- Is the gift card transferrable?
 - Offer is nontransferable, nonassignable, may not be resold, and may not be combined with any other offers, discounts, or promotions. Offer is not redeemable for cash. Walmart is neither a sponsor nor otherwise affiliated with this offer.

Questions?

If you have questions about the information in this document, contact CalViva Health at 888-893-1569.

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