

HMSA QUEST My Health Rewards Frequently Asked Questions

1. What is the My Health Rewards program?

The My Health Rewards Program lets eligible HMSA QUEST members earn rewards for completing and reporting certain prenatal, postpartum, and well-child health care visits.

2. Who can participate in My Health Rewards?

HMSA QUEST members who are pregnant or have recently given birth* are eligible to participate in the program. In addition, if you have children 0-15 months of age with HMSA QUEST, they can also be enrolled in the program. You must be an HMSA QUEST member at time of the qualifying visit**.

3. How does the program work?

Members earn a gift card after completing and reporting a qualifying health care visit. The visit must be reported through the member's My Health Rewards account. The amount rewarded on the gift card varies by the type of health care visit.

4. Where can the gift card be used?

Members can use their gift card at participating CVS, Safeway, Walgreens, and Walmart stores. See what you can purchase with your My Health Rewards gift card on the <link to> My Health Rewards Approved Product list.

5. Which health care visits are eligible?

Eligible visits

Type of visit	When to complete the visit	Reward (gift card)
Prenatal visit	In the first trimester of pregnancy or within 42 days of enrollment in HMSA QUEST	\$50, one per pregnancy
Postpartum visit	On or between seven and 84 days after delivery*	\$50, one after childbirth
Well-child visits	Between birth to 15 months of age	\$10 each visit (up to 6 visits) \$15 bonus for completing six well-child visits
IMPORTANT: Must be an HMSA QUEST member at the time of visit**. - Eligible visits in 2024 must be reported by Jan. 14, 2025. - Eligible visits in 2025 must be reported by Jan. 14, 2026.		

6. How can I participate?

- Complete the eligible health care visit with your provider.
- [Create a My Health Rewards account.](#)
- Provide the following details for each eligible visit through your account:
 - Date of visit.
 - Name of provider or clinic.
 - Your estimated delivery date for the prenatal visit.

7. Do I create a separate account for myself and my child?

Yes, you'll need to create a separate account for your child using their HMSA QUEST member ID number.

8. What else do I need to know about the gift card reward?

Once you have successfully reported your eligible health care activity, here's what you may expect:

- It takes around two to four weeks for your gift card to arrive by mail.
- You may use your gift card at participating CVS, Safeway, Walgreens, and Walmart stores. See what your gift card can be used to purchase on the <link> My Health Rewards Approved Product list.
- The gift card is re-loadable. Hold onto your card. Do not throw it away. If you are eligible to receive more My Health Rewards, rewards will be added to your existing card.
- Gift cards expire. The expiration date will be printed on the card.

If you have questions about the My Health Rewards program, send an email to MyHealthRewards@hmsa.com.

*Includes: birth, miscarriage, stillbirth, or neonatal death.

**Eligibility determination is at the sole discretion of HMSA.

†Participating retailers are not sponsors of this promotion and are not affiliated with HMSA or Icario, Inc. and its subsidiaries.