

Samaritan Advantage Rewards and Incentives Program

Frequently asked questions

Q: What services are eligible to earn a reward?

A: The following services are eligible:

- Annual Wellness Visit, annual physical exam or Welcome to Medicare Visit (one per calendar year) — \$25.
CPT/HCPC codes: 99381-99397, 99429, G0402, G0438, G0439, G0468
- Bone density measurement (one per calendar year) — \$20.
CPT/HCPC codes: 76977, 77078, 77080, 77081, 77085, 77086, G0130
- Breast cancer screening (one per calendar year) — \$20.
CPT/HCPC codes: 77063, 77067, G0202
- Cervical cancer screening (one per calendar year) — \$20.
CPT/HCPC codes: G0476, G0101, G0123, G0124, G0141-G0148, 87623-87625, 88141-88143, 88147-88155, 88164-88167, 88174, 88175
- Colorectal cancer screening (one per calendar year) — \$20.
CPT/HCPC codes: G0104, G0105, G0106, G0120, G0121, G0122, G0327, G0328, G6025, S0601, 00811, 00812, 44388-44394, 44401-44408, 44799, 45330-45346, 45378-45385, 45388-45389, 45399, 81528, 82270-82274, 88304, 88305
- Diabetes screening (two per calendar year) — \$10 each.
CPT/HCPC codes: 82947, 82950, 82951, 82952, 83036
- Flu vaccination (one per calendar year) — \$25.
CPT/HCPC codes: 90662, 90672, 90674, 90682, 90685, 90686, 90687, 90688, 90694, 90756, Q2039
- Glaucoma screening (one per calendar year) — \$10.
CPT/HCPC codes: G0117, G0118
- Health Risk Assessment completion (one per calendar year) — \$25.
- Prostate cancer screening (one per calendar year) — \$20.
CPT/HCPC codes: G0102, G0103

Q: Who is eligible to earn a reward?

A: Any member who is enrolled in a Samaritan Advantage plan is eligible.

Q: When can members start earning rewards?

A: Rewards can be earned for visits on or after Jan. 1, 2023, date of service.

Q: When will members receive their Rewards & Incentives MasterCard?

A: Members will receive their Rewards & Incentives MasterCard after Samaritan Health Plans gets a claim for the first service that is eligible to receive a reward. They will keep their card until they are no longer a Samaritan Advantage member or their card expires.

Q: How do members activate their Rewards & Incentives MasterCard?

A: Member cards will automatically activate the first time they use them.

Q: Where can members check their rewards and incentives balance?

A: Members can access their card balance by calling the automated number on the back of their card (888-831-4668). Members will be asked to enter their Samaritan Advantage Member ID. They may also contact the SHP Customer Service Department.

Q: Where can members use their Rewards & Incentives MasterCard?

A: Members can use their card at grocery stores, pharmacies, home improvement stores and other retailers. ** Some examples of retailers in our area are Safeway, Fred Meyer, Walmart, Samaritan pharmacy locations, Lowes, Home Depot, Ace Hardware and many other retailers.

Q: Can members use their Rewards & Incentives MasterCard to pay for copays or the cost of services?

A: Yes, members can use their Rewards & Incentives MasterCard to pay for copays or costs for services. This card should not be confused with the Benefits MasterCard, which members use to pay for routine vision hardware, hearing aids, dental services and over-the-counter items. To verify the correct card is being used, look under the card number to verify it says "Rewards & Incentives Card."

Q: When do member rewards expire?

A: Rewards earned within a calendar year will expire on June 30 of the following year or 90 days after a member terminates membership with Samaritan Advantage Health Plan.

Q: Can members submit for reimbursement if they bought something at a covered retailer and did not use their card?

A: No. There is no option to submit for reimbursement on this program. Members must use their rewards and incentives card to pay for purchases at a covered retailer.

Q: How long does it take for a reward to be added to the card?

A: Samaritan has to wait for providers to bill us. Please allow at least 30 days for a reward to be added to a member's card.

Q: What is the maximum reward amount that can be earned?

A: Some members can earn up to \$185 per calendar year. Members may not be eligible to earn every reward. Not all preventive services are medically appropriate every year. The frequency is based on medical guidelines. Samaritan Advantage Health Plans uses frequency guidelines adopted by the Centers for Medicare and Medicaid Services and the U.S. Preventive Services Task Force. Benefits vary by plan and are subject to change on Jan. 1 each year. For more details refer to the plan's Evidence of Coverage.

Q: What if the member lost their card or it was stolen?

A: If a card is lost or stolen, a new one can be ordered by calling SHP Customer Service Department at 541-768-4550 or toll free at 800-832-4580 (TTY 800-735-2900). The old card will be deactivated once a new card is ordered.

Q: Whom should providers contact with questions about the Rewards & Incentives Mastercard?

A: Providers should email Samaritan Health Plans Provider Relations at SHPprovider@samhealth.org with questions regarding the Rewards & Incentives MasterCard.