



# Rewards Program FAQs

## **Who is eligible to earn rewards?**

Any member enrolled in Gold Kidney Health Plan is eligible to participate.

## **When can I start earning rewards?**

Rewards can be earned by completing wellness activities on or after January 1, 2025.

## **How do I earn rewards?**

The reward amount will be added to your account when Gold Kidney receives a claim from your doctor after a qualifying visit. Or you can earn your reward amount sooner by self reporting your activities using the [Wellness Verification Form](#). Any claims or Wellness Verification Forms received between December 10th - 31st will not earn a reward.

## **When will I receive my Alivi Gold Kidney Prepaid Visa® Card?**

Any member enrolled in Gold Kidney Health Plan prior to January 1 will receive their card in the mail during the month of January. New enrollees will receive their cards within 30 days of plan enrollment. If you are not a new enrollee, your card is valid for 3 years from the date you received it.

## **When do my rewards expire?**

Rewards you earn within a calendar year will expire on December 31 and do not roll over to the following year. For members who disenroll, your rewards will expire immediately on the date of disenrollment.

## **I forgot to use my card. Can I be reimbursed?**

You must use your Gold Kidney prepaid benefit card to pay for an eligible purchase. There is no option to submit for reimbursement with this rewards program.

## **What is the maximum reward amount I can earn?**

A maximum of \$300 dollars in Gold Kidney debit card credits can be earned each year.

## **If my card is lost, stolen, or damaged and needs to be replaced, what should I do?**

If your card is misplaced, stolen, or damaged, please call 1 (833) 690-0182 (TTY 711), visit [www.goldkidney.alivi.com](http://www.goldkidney.alivi.com), or report the issue through the Gold Kidney benefits mobile app as soon as possible.



**If you still have questions, please call Alivi Member Services:**

**1 (888) 991-0040**

**Monday through Friday  
between the hours of 8  
a.m. and 7 p.m., EST.**

**If you call after hours,  
you may leave a  
message, and a Benefit  
Support Representative  
will return your call the  
following business day.**

Gold Kidney Health Plan, Inc.®, is an HMO-POS and HMO-POS C-SNP with a Medicare contract. Enrollment in Gold Kidney Health Plan depends on contract renewal.

Gold Kidney Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, or sex (including pregnancy, sexual orientation, and gender identity).