

# Independence health rewards guide 2021

## Let's get started on your rewards journey

Independence health rewards is here to support you in making healthy choices. And now, we've made it easier to track and get your rewards. This user guide will walk you through how to earn, redeem, and claim your reward as a gift card online or by phone.

If you're familiar with the Independence Blue Cross (Independence) member site and have already created your login, [scroll down to the "Report and get rewards online" section of this guide \(page 3\)](#) to get a [step-by-step walkthrough of the program's features](#).

If you're new to the Independence member site, when you log in at [ibx.com](#), follow the steps below to register. This will give you access to the Independence health rewards program, health and benefits information, and much more.

## Registering is quick and easy, and you need to do it only once

Have your member ID card on hand for the one-time registration process.

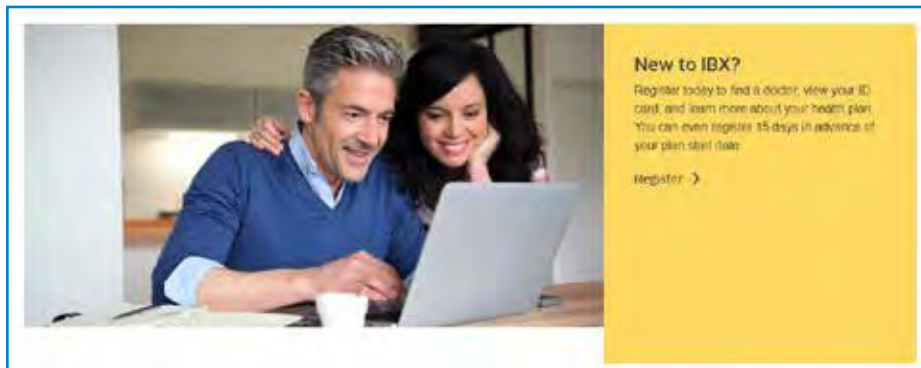
- 1:** First, go to [ibx.com/login](#).
- 2:** Scroll down until you see the yellow text box that reads *New to IBX?*. Click on *Register*.



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- 3:** Follow the steps on the screen to enter your information. You will need to either enter your member ID number or your Social Security number. The location of your member ID number on your ID card is circled. You do not need to include the letters.



**4:** After you have entered your member ID or Social Security number, name, date of birth, and zip code, click *Continue* at the bottom of the page.

The image shows a registration form with the following fields and a button:

- Member ID or Social Security Number:** A text input field with a "Show" button on the right side.
- First Name:** A text input field.
- Last Name:** A text input field.
- Date of Birth:** A date input field.
- Zip Code:** A text input field.
- Continue:** A blue rounded button at the bottom of the form.

A red arrow points to the "Continue" button.

**5:** Enter any additional information that's requested.

**6:** Create your username and password when prompted.  
Save this information in a secure place.

## Report and get rewards by phone

We have contracted with New Ocean Health Solutions to manage the Independence health rewards program. To report a health care activity over the phone, please call **1-877-268-3646**, Monday through Friday from 8 a.m. to 6 p.m. A representative will help you report your health care activities to get an electronic or physical gift card from your choice of available retailers.

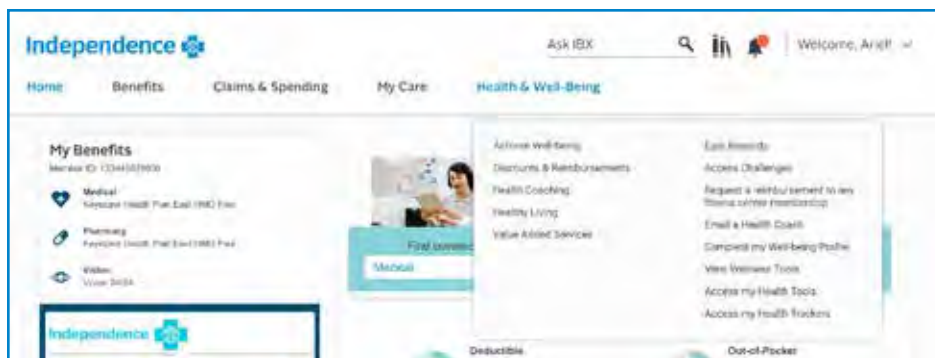
You can provide them with an email address for electronic gift cards (e-gift cards), or a mailing address for physical gift cards. Physical gift cards will arrive within two to four weeks of your order date.

## Report and get rewards online

Follow these steps to report and get rewards when you log in at [ibx.com](https://ibx.com).

### Step one: Locating the Rewards page

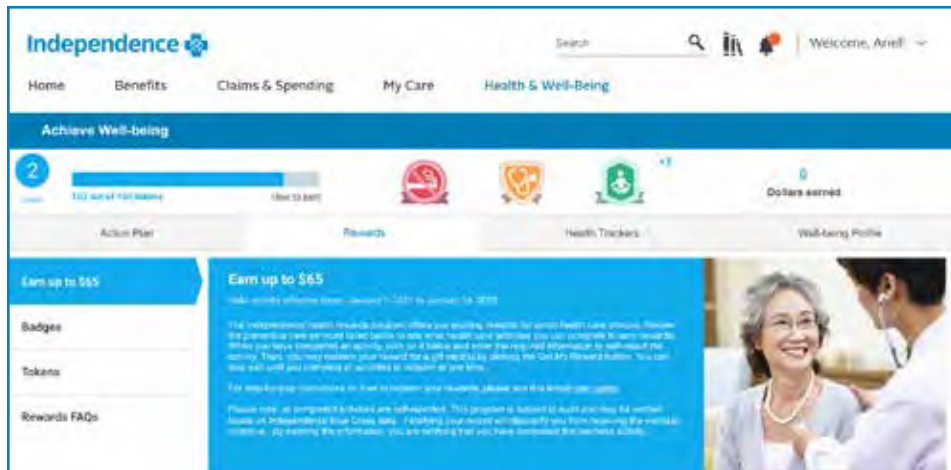
Once you are logged in to [ibx.com](https://ibx.com), your home page will look like the screenshot below:



From here, navigate to the rewards page: You can access the rewards page by clicking Health & Well-Being at the top of the page and then selecting Earn Rewards from the top right area of the drop-down menu.

## Step two: What's on the Rewards page?

On this page, you will find a description of the Independence health rewards program. If you log onto the *Rewards* page and are not sure what to do, a user guide is available in this section. All of the information in the user guide is also outlined below.



Scrolling down, you will see blue boxes labeled with the health care activities that you can report to get rewards.

## Step three: How do I report a health care activity as completed?

As an example, we will explore the *Visit your PCP for your Annual Wellness Visit* activity.

To report this activity as completed, click on the blue box.

A pop-up side bar will appear with an option to *Self-Report Your Annual Wellness Visit*.

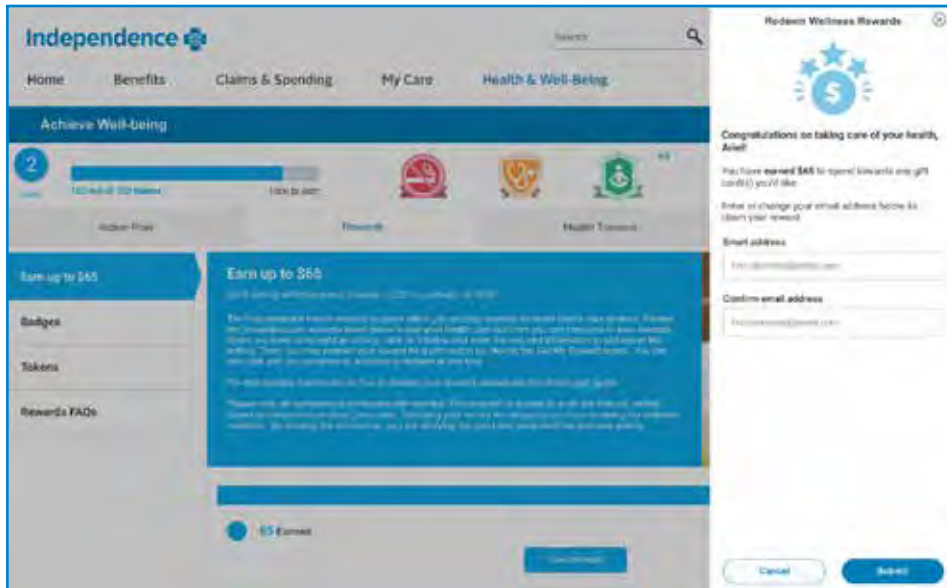


Fill in the date when you visited your primary care physician (PCP), as well as the provider's name or location, then click *Done*. The activity box will now appear grey, and will have a check mark.

## Step four: How do I get my reward(s)?

You may report one activity at a time, or wait until you have completed all available health care activities to get all your rewards at once.

At the top of the page, beneath the program introduction, there is a progress bar that shows the dollar value of the rewards you already received, as well as the dollar value of the rewards you can still get.

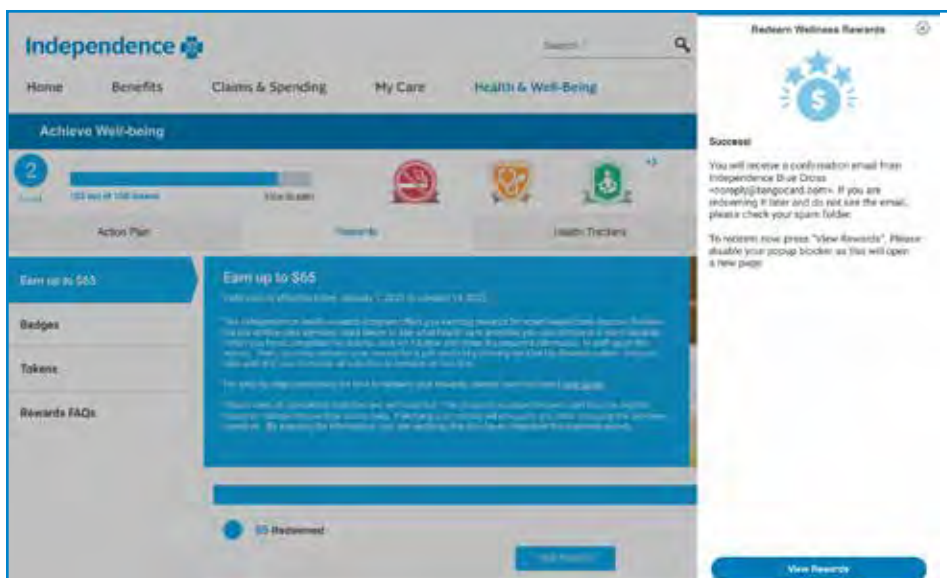


After you report an activity, a *Get My Reward* button will appear on the progress bar.

You will be prompted to confirm whether you'd like to use the email address that we have in our records. You can choose to use a different email address, but that will not change the address that we have on file.

Next, click the *Submit* button.

You will see a *Success* page where you can click *View Rewards* to continue to the gift card site.

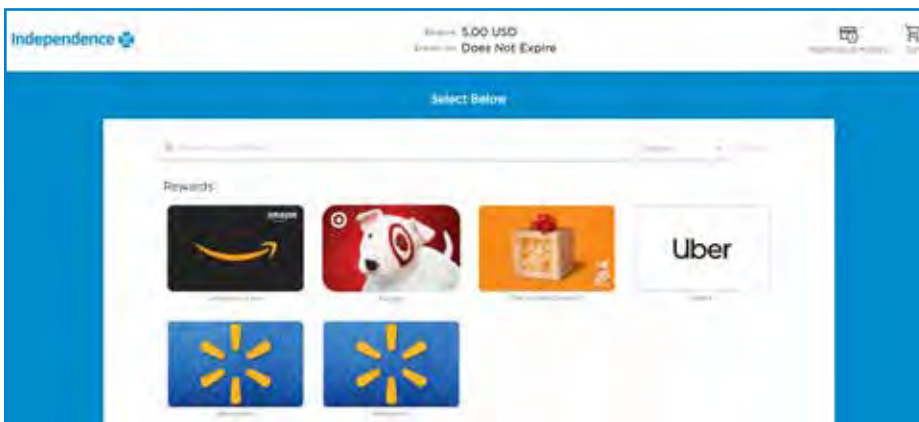


At this time, you will receive a confirmation email at the email address you provided. If you do not go directly to the gift card site, you can always access this site through the email that was automatically sent to you by "Independence Blue Cross <noreply@tangocard.com>." It contains a link to the website where you choose your gift card(s).

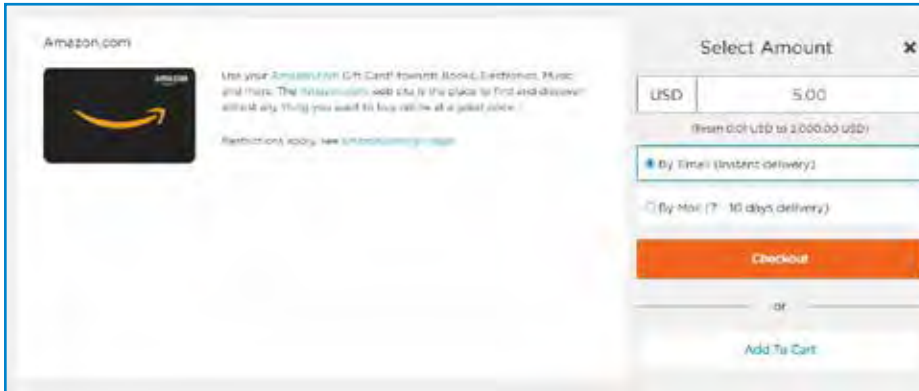


### Step five: How do I get my gift card(s)?

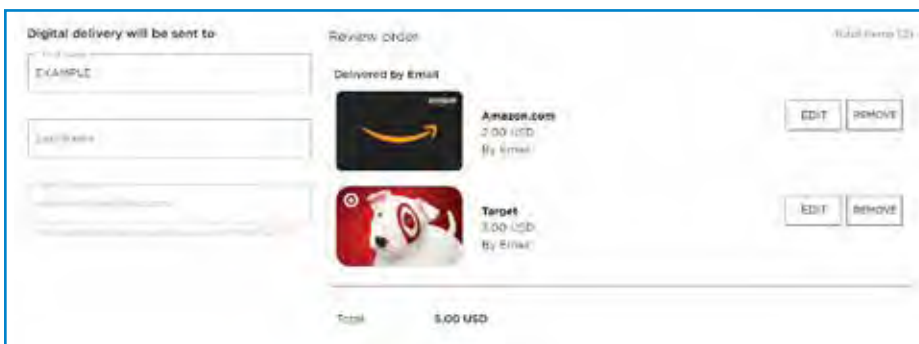
Once you have reached the gift card site, you will be able to see the dollar amount of your available rewards. You can scroll through the site to select your desired gift card.



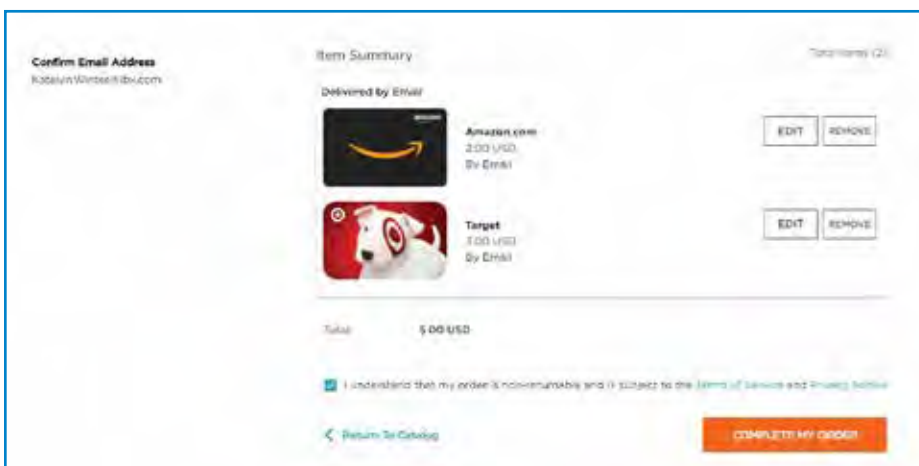
After selecting your desired gift card, enter the amount you want on the gift card. Then, click *Checkout*.



You can split your rewards dollars between more than one gift card. Some retailers have a minimum card balance requirement. After adding dollars to one card, click *Add to card*, and then select another card to repeat those steps. Next, confirm the name and email address or physical address you want your gift card sent to and click *Review And Complete My Order*.



Review the item summary to confirm the gift card(s) selected. Then check the box to show you understand that your order is non-returnable and subject to the terms of service and privacy notice. Next, the *Complete my order* button will be ready to click and finalize your order.



If you selected a physical gift card, please allow two to four weeks for delivery.

If you selected an e-gift card, you will see a confirmation screen and you will receive an email from "Independence Blue Cross <noreply@tangocard.com>" that contains your e-gift card. Follow the directions in this e-mail for how to use your e-gift card. Directions will vary based on the retailer you selected.



You can save the email with your e-gift card to use it at a later date.

Again, you can choose to speak with a New Ocean Health Solutions representative over the phone to report health care activities, get your reward, and choose an electronic or physical gift card. You can call New Ocean Health Solutions at **1-877-268-3646** Monday through Friday, 8 a.m. to 6 p.m.

Independence Blue Cross has contracted with New Ocean Health Solutions, an independent company, to manage the Independence health rewards program for Independence Blue Cross members. New Ocean Health Solutions has subcontracted with Tango Card, Inc., an independent company, to manage the gift card service related to the Independence health rewards program. Offer only for eligible Medicare Advantage beneficiaries who completed a health care activity, may not be redeemed for cash (unless required by law). Tango Card, Inc. at its discretion may substitute a gift card of the same value. Terms and conditions may apply for this rewards program. To learn more, visit [rewardsgenius.com/reward-link-terms-of-service](https://rewardsgenius.com/reward-link-terms-of-service). Independence Blue Cross, New Ocean Health Solutions, and Tango Card, Inc., are not affiliated with the gift card companies. Please see gift card for terms and conditions of use.

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