



## 2017 Passport Rewards Program FAQs

### 1. **Are there changes to the Passport Rewards program this year?**

Yes. We've added the Annual Physical Exam as another way to earn rewards in 2017 and also introduced our Doc Talk Checklist to the program.

### 2. **What is the Doc Talk Checklist?**

The Doc Talk Checklist is a patient/doctor conversation guide, which features key health questions you should ask during your Annual Wellness Visit (AWV), Welcome to Medicare Visit, or Annual Physical Exam. You should have received a Doc Talk Checklist by mail in late January.

### 3. **How can I earn a reward using the Doc Talk Checklist?**

Upon completion of your AWV, Welcome to Medicare Visit, or Annual Physical Exam, you must complete and return the signature portion of your Doc Talk Checklist by mail using the tear-off business reply card (BRC). Highmark must also receive a claim for either an AWV, Welcome to Medicare Visit, or Annual Physical Exam for you to be eligible for the first \$25 reward, and for additional rewards throughout the year.

*You will NOT receive a \$25 reward if Highmark receives an incomplete signature BRC, or if a claim for either an AWV, Welcome to Medicare Visit, or Annual Physical Exam has not been received and processed.*

### 4. **Why did Highmark change the Passport Rewards program this year?**

Adding the Annual Physical Exam to our list of activities gives you another way to earn a reward. But Highmark is also committed to helping you get the quality care you need to be as healthy as possible. And because asking the right health questions can improve the quality of your care, we created our Doc Talk Checklist for 2017. It's designed to help you better engage with your doctor and guide you through an effective conversation about your health.

### 5. **What if a question on the Doc Talk Checklist doesn't apply to me?**

The Doc Talk Checklist should be used as a guide to start a conversation with your doctor. Some of the questions may not apply. You only need to check off questions that are applicable to your health situation.

## 6. *Do I have to return the entire Doc Talk Checklist?*


No, you only need to return the tear-off signature portion to earn your reward. Please see below.



**Complete and return this section to get your reward.**  
*Both signatures are required. Incomplete cards cannot be accepted. The code on the back gives us all the information we need, so there's no need to include your name or address.*

Your signature: \_\_\_\_\_

Doctor's signature: \_\_\_\_\_

 To learn more about the Passport Rewards program, or to check the status of your reward, visit [HighmarkPassport.com](http://HighmarkPassport.com).

## 7. *I completed my AWV, Welcome to Medicare Visit, or Annual Physical Exam prior to receiving the Doc Talk Checklist in the mail. What do I do now?*

We are pleased to hear that you have been proactive in managing your health care so early in the year. If you've already discussed the topics on the checklist with your doctor, just have the office sign the signature portion and mail it back to Highmark. Once we receive your completed signature BRC, we'll process your reward.

If you weren't able to discuss all of the topics on the Doc Talk Checklist with your doctor, be sure to bring it with you to your next appointment. We'll process your reward as soon as we receive the signature BRC with both signatures.

## 8. *Do I need to obtain the doctor's signature or can someone else at the office sign for my doctor?*

Highmark will accept any signature from someone at the doctor's office, including a nurse or an administrator.

## 9. *I lost my Doc Talk Checklist and need a new one. How can I get another copy?*

Please contact member services at the number on the back of your member ID card to request another Doc Talk Checklist, and we'll mail you a new one. TTY users may call 711, 8 a.m. – 8 p.m., seven days a week.

## 10. *How can I check the status of my reward?*

You can check the status of your reward online at [HighmarkPassport.com](http://HighmarkPassport.com) or by contacting member services at the number on the back of your member ID card.