



# Provider of Distinction Program Incentive FAQ



***Date of Service was before 7/1/25- how do I get my incentive (gift card)?***

Quantum will administer a check incentive for all qualifying services performed on or before 6/30/25. You must claim your incentive by 12/31/25.

***How do I claim my incentive (gift card)?***

1. Use Benefits Login on **carecompass.ct.gov** or log in to your MyQHealth app.
2. Select "MyPlan", then "Find a Provider" → "**Search**"
3. A popup will appear when an incentive is available. Click "**Redeem**" to open the Redemption Form, enter your information, and then click Submit.
4. The page will display instructions for selecting your gift card, and you will receive an email from Tango that includes the same instructions.
5. Check your spam folder if you don't receive email right away.
6. Contact your care coordinator if you have any questions.

***How do I check my incentive status?***

1. Use Benefits Login on **carecompass.ct.gov** or log in to your MyQHealth app.
2. Select MyPlan, then "Find a Provider" → "**Search**"
3. Click on the "**Incentives**" button in the top right corner to view dashboard for incentive status for all qualifying services.

***When will I be notified that I have an incentive to claim?***

It can take 90-180 days for claims to be processed and verified. You will receive a postcard and email when it is available to claim.

***Am I eligible for an incentive based on the procedure I had?***

You will be notified via email and a postcard mailed to your home when you have a qualifying service and can claim your incentive. If you are already in the Find Provider tool, it will also display a pop-up message for redemption and a badge in the top right under **"Incentive."** It can take 90-180 days to process and verify claims, so we will notify them once the claim and POD verification has been completed.

***I didn't get my incentive- can I have it resent?***

When in the Find Provider tool, click on the **"Incentives"** button in the top right corner to view the status of your incentive. If it indicates you have claimed an incentive already, please check your junk/spam box for an email from Tango with the card. More than likely, this is where it landed. If you still do not see it then contact a care coordinator to request a reissue.

***I was employed/active when I had my procedure with a Provider of Distinction, but I'm no longer employed- do I still get my incentive?***

Yes, to activate your incentive prepaid card, please call a Care Coordinator at 833-740-3258.

***"How soon after my procedure will my reward be available?"***

It can take 90-180 days for claims to be processed and verified. You will receive a postcard and email when it is available to claim.

***Does my gift card/prepaid card incentive expire?***

If choosing a US Brand merchant gift card, by law, they do not expire. If choosing a Prepaid card - they do expire, and the date is listed on the email sent to the member with the card.

***When do I have to claim my incentive by?***

Incentives need to be claimed within 6 months of the plan end date, (ie. All incentives for the 7/1/25-6/30/26 plan year must be claimed by 12/31/26) otherwise they will no longer be available to claim.

***Can I choose multiple gift cards and break up the amount? (ie. For a \$400 reward can they do 4 x \$100 cards to different merchants?***

Yes, as long as the denomination that the merchant offers is within the amount available.

***If I'm not registered with MyQHealth how do I select an incentive?***

Creating a MyQHealth account is easy! And provides you with access to all your benefits, HEP status and so much more! Just visit: <https://carecompass.quantum-health.com/auth/register-credential>