Provider of Distinction Program Incentive FAQ

How do I claim my incentive?	1. Use Benefits Login on **carecompass.ct.gov** or log in to your Quantum Health App. 2. Go to **Providers of Distinction** 3. Under **Your Incentives**, click **Redeem** 4. Complete the **Redemption Form** and choose your incentive 5. Check your email!
How do I check my incentive status?	1. Use Benefits Login on **carecompass.ct.gov** or log in to your Quantum Health App. 2. Select the **PROVIDER SEARCH** tile or select **CARE** in the app 3. Click the ellipses (3 dots) in the top right corner and select **"Incentives"** to view the dashboard of incentives for all qualifying services along with their status.
What types of incentive can I claim?	Incentives include a gift card from select US Brand merchants or prepaid card.
How soon after my procedure will my incentive be available?	It can take up to 180 days for claims to be processed and verified. You will receive a mailed letter and email when an incentive 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.

Am I eligible for an incentive based on the procedure I had?	You will receive both an email and a mailed letter once your qualifying service claim has been processed and you're able to redeem your incentive. If you are already using the Provider Search tool, you'll also see a pop-up notification and an "**Incentive**" banner at the top of the page when your incentive is ready. Please note that claims and POD verification can take up to 180 days. We will notify you as soon as the process is complete.
I didn't get my incentive- can I have it resent?	When in the Provider Search tool, click on the "**Incentives**" button to view the status of your incentive. If it indicates you have already claimed an incentive, 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 at 833-740-3258 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 and receive your earned incentive please call a Care Coordinator at 833-740-3258.
If I'm not registered with Quantum Health, how do I select an incentive?	Creating a Quantum Health account is easy! And provides you with access to all your benefits, HEP status and so much more! Visit: https://carecompass.quantum-health.com/auth/register-credential to get started!
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, if the denomination that the merchant offers is within the amount available.

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