



# Provider of Distinction Program Incentive FAQ



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

Incentives earned prior to July 1, 2025, are no longer eligible for redemption as of December 31, 2025

***Date of Service was after 7/1/25- how long do I have to redeem my incentive***

To earn an incentive for an eligible procedure completed between July 1, 2025, and June 30, 2026, your provider must be flagged as a Provider of Distinction in the Provider Search tool during the same time. Incentives must be redeemed by December 31, 2026.

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

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. A popup box with your Incentive information will display on the Provider Search tool page
4. Click Redeem to open the redemption form or **View Incentives Page** to access the incentives dashboard
5. Complete the **Redemption Form** and choose your incentive
6. Check your email from Tango

***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 on the **"Incentives"** button in the top right corner to view the dashboard for incentive status for all qualifying services.

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

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

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

When in the Provider Search tool, click on the **"Incentives"** button in the top right corner 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 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 prepaid card, please call a Care Coordinator at 833-740-3258.

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

It can take up to 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, (i.e.. 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, if 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>