

Frequently Asked Questions Redemption of Gift Card Rewards

How are gift card rewards redeemed?

Detailed redemption instructions can be found on the back of your rewards certificate. The easiest and fastest way to redeem your gift card rewards is by visiting www.yourredemptioncenter.com/anthem. You can also redeem your rewards via telephone, mail or fax. Simply supply your GCA (Gift Card Award) and PIN numbers from your rewards certificate and select the gift card(s) of your choice. Enter your shipping address, complete the order, and print or write down your order number.

Can multiple gift card rewards be redeemed at the same time?

Yes.

What are my options when I redeem my gift card rewards?

Gift cards are available from select, health-focused retailers. See the back of your rewards certificate for a list of retailers to choose from.

Can I select a higher priced item than the reward value and pay for the difference?

Unfortunately, we cannot accommodate this request at this time.

How are gift cards sent to me?

Gift cards are delivered by USPS First Class Mail in 7 to 14 business days from the date of your order.

Can I expedite the shipping of the gift card(s) I select?

This option is unfortunately not available at this time. Gift cards are delivered by USPS First Class Mail in 7 to 14 business days from the date of your order.

Can I select multiple gift cards with my reward? For example, can I receive two \$25 gift cards for a \$50 reward?

Yes, you may break up your rewards total amount into multiple gift cards.

How do I check the status of my order after I have redeemed my rewards for gift cards?

During the reward redemption process, you will be provided with an Order Number. To check the status of your order, simply visit the Customer Service page of this Website and enter your Order Number. You may also speak with a Customer Service Representative and provide the Order Number at 1-800-390-4755.

What if a gift card is lost or stolen?

Because gift cards are treated like cash by our participating merchants, lost or stolen gift cards cannot be replaced.

If I receive a gift card from a merchant, can I exchange it for one of the other participating merchants?

Unfortunately, we are unable to exchange gift cards once they have shipped.

Can I change my gift card order after I have redeemed my reward?

You have ninety (90) minutes after placing an order to make any changes to your gift card order. You can change an order only by calling the Customer Service Representatives at 1-800-390-4755. Pending orders may not be modified on the Website. Electronic gift cards to online merchants unfortunately cannot be canceled or changed after the order is placed.

Is the value of the gift card taxable as income?

When you redeem rewards dollars for a gift card, the amount of the gift card is considered taxable income to you. Contact a tax advisor for guidance on tax issues.

What if my question is not answered on this website?

If you have questions regarding your health plan benefits including how to earn rewards, simply call us at the number on the back of your Anthem Blue Cross and Blue Shield ID Card.

If you have questions regarding how to redeem your rewards dollars for gift cards, call our Lumenos® plan's redemption center at 1-800-390-4755. The Lumenos Rewards Gift Card program is administered by IncentOne, an expert in reward program management.

Returns

Given the cash-like nature of gift cards, IncentOne, the provider of the gift cards, is unable to accept returns for any reason other than a damaged gift card. IncentOne will however evaluate justifiable situations on a per-case basis in an effort to provide the best experience possible. Please note that they cannot be responsible for any order that is undeliverable or not received due to inaccurate information provided to us. Notification of any problem with your order must occur within 90 days of order shipment. You can contact IncentOne at 800-390-4755.

Privacy

It is IncentOne policy to respect the privacy of its Users and of personal electronic communication. Currently, IncentOne will not share a User's email address or other specific personal information (e.g. name, address, age) for marketing purposes without such User's consent. In the future, IncentOne intends to implement an "opt out" policy, permitting Users to notify IncentOne of their preference not to have their email addresses or any other personal information shared with any other parties for any purpose. When such policy is in effect, if a User does not choose to "opt out," such User's information may be shared with other parties for marketing purposes.

Users' profile information (e.g., age, gender) may be used to create personalized content, services, and advertising on or related to IncentOne. IncentOne may also use Users' profile information to create aggregate reports. Such profile information is anonymous and does not contain any personally identifiable information.

IncentOne reserves the right to cooperate fully with state, local, and federal officials in any investigation relating to any Content (including personal or private electronic communication transmitted on IncentOne) or purported unlawful activities of any User.

Security

IncentOne uses the industry standard security protocol Secure Socket Layer (SSL) to encode sensitive information (such as your credit card number) that passes between you and IncentOne . SSL works by creating a temporary shared "key" (sort of a digital code book) that lets only the computers on either end of a transmission scramble and unscramble information. To anyone between the sender and the receiver - including all the servers that may relay the message - the SSL transmission is an indecipherable mix of characters and numbers. SSL makes your online purchases extremely safe - just as secure as using your credit cards anywhere else. In fact, no IncentOne client has ever reported misappropriation of a credit card number protected by SSL technology.

To implement SSL security on our site, IncentOne uses technology from VeriSign, Inc., the leading company in e-commerce website security. Based on the same technology used to protect nuclear missile codes, VeriSign provides the strongest security available today. VeriSign has certified that the IncentOne website provides secure encrypted transactions on the Internet.

We believe strongly in the safety of SSL. Encryption technology continues to evolve, however, so IncentOne will continuously review ways to improve security, including new, even more bulletproof encryption methods.

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