

CCHA Healthy Rewards member incentive program: registration instructions

Colorado Community Health Alliance’s (CCHA’s) Healthy Rewards program allows you to earn reward dollars for completing healthy activities, like attending health care appointments. It’s simple. Enroll in the Healthy Rewards program, complete healthy activities, and request a gift card of your choice.*



Healthy activities

Here’s a quick look at the activities you can complete to earn rewards:

Reward category	Healthy activity	Reward	Limit
Maternity care	Attend a first prenatal visit in the first trimester or within 42 days of joining CCHA	\$35	1 per pregnancy
Maternity care	Attend a postpartum visit within 7-84 days after delivery	\$35	1 per pregnancy
Child & adolescent well-care visit	Attend a well-care visit with a primary care provider (PCP)	Ages 0-15 months: \$15 15-30 months: \$20 3-21 years old: \$25	Ages 0-15 months: 6 times 15-30 months: 2 times 3-21 years old: 1 per year
Adult well-care visit	Attend a well-care visit with a PCP	\$25	1 per year
Diabetic A1C screening	Complete a diabetic A1C screening	\$25	1 per year
Follow-up after behavioral health hospitalization	Attend a follow-up service with a behavioral health provider within 7 days of discharge from a hospital for a mental health condition	\$25	1 per quarter
Follow-up after emergency department visit for substance use disorder	Attend a follow-up service with a behavioral health provider within 7 days of discharge from an emergency department visit for treatment for a substance use disorder	\$25	1 per quarter
Follow-up after emergency department visit for a mental health condition	Attend a follow-up service with a behavioral health provider within 7 days of discharge from an emergency department visit for treatment of a mental health condition	\$25	1 per quarter

* Gift card rewards are treated like cash. They are considered income and may be taxed or included in applications for Health First Colorado eligibility.

How to enroll

1. Visit benefitrewardhub.com/CO or call 888-990-8681 (TTY 711).
2. Select “Activate” to register your account for the first time.
 - If your Health First Colorado coverage has lapsed and you return to CCHA, you may need to create a new Healthy Rewards account. Your previous account may have been deactivated when your coverage ended. Simply follow the same steps you took when you first enrolled.



For customer service:

- Email: HealthyRewards@benefitrewardhub.com
- Phone Number: 1-888-990-8681

Member Login

Username

Password

[Reset Password](#)

Log In

New Members

Earn rewards when you participate in healthy activities and programs that support your commitment to a healthier lifestyle. The more you take part in activities, the more you can earn! Begin by activating your reward account to view the activities and rewards available to you.

Activate



3. Enter your personal information and create a username and password.

- Activate your account using your Medicaid ID as your subscriber ID, along with your name and date of birth.
- You can easily enter your date of birth from the pop-up calendar during registration.
- If you are activating an account for your child, use your child’s name, date of birth and Medicaid ID.

Eligibility

Subscriber ID

Medicaid ID; Required field

Subscriber ID Confirmation

Profile

First Name

Required field

Last Name

Required field

Date of Birth

Required field. Enter DOB in pop-up calendar.

Zip Code

Email

Email Confirmation

Member Login

Username ⓘ

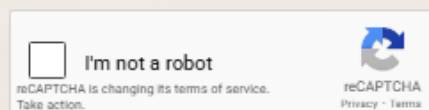
Required field

Password

Required field

Password Confirmation

Required field



Submit

- If the error message “An Unexpected Error Occurred” appears, return to Activation page and enter the date of birth in the pop-up calendar.

Profile

First Name

Last Name

Date of Birth

July 1985

July 1985

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

4. Check "Yes" then "Submit" to enroll in the Healthy Rewards program.

Enroll in Healthy Rewards

Healthy Rewards is a no-cost, optional program for eligible members enrolled in Colorado Community Health Alliance (CCHA). You can earn rewards for completing healthy activities and screenings. The program encourages you to receive the care you need to improve your health.

Please be sure to check the icon at the top, right-hand corner of the page to make sure you're enrolling the right person in Healthy Rewards.

Do you want to enroll in the Healthy Rewards program?*

Yes

Cancel

Submit



- 5. Enter your contact information and “Subscribe” to be notified when you have a new reward.

Notifications

Please provide your email address and mobile phone number so you can stay updated on your Benefit Reward Hub and Healthy Rewards activity and earnings. You’ll receive up to three text messages per month for this program.

Email

Email Confirmation

Mobile Phone Number

Mobile Phone Confirmation



- 6. Eligible activities are loaded in green tiles. Select “Redeem” to report a healthy activity.

The screenshot shows a dark blue header with the word "BALANCE" in white. Below it, a green bar contains a white "\$ 0". To the right is a white piggy bank icon with a yellow coin. A white button labeled "Activity History" is in the bottom right of the header. Below the header is a green tile with a white border. The tile contains the text "Child and adolescent wellness visit" in white, followed by "Earn up to \$20" in a smaller font. Below that is a paragraph of white text: "Yearly well-visits are important — even when your child is not sick. This is when the doctor will see how your child is growing and developing." In the bottom right corner of the tile is a white button labeled "Redeem". A pink arrow points to the "Redeem" button.

9. Enter date and provider you attended.

Your well-child visit

What day did you go to your well-child visit?*

03/19/2024

Please enter below the name of the provider/ location where you completed your well-child visit:*

Dr. Chip Rewards

Please check below to confirm you attended your well-child visit. *

I confirm the information I entered above is correct.

Cancel Submit

10. Completed rewards ① can be redeemed ② for a gift card of your choice.



Home Healthy Rewards **Redeem** Support

②

①

Healthy Rewards

Earn rewards for doing healthy activities!

★ COMPLETE

Child and adolescent wellness visit

Earn up to \$20

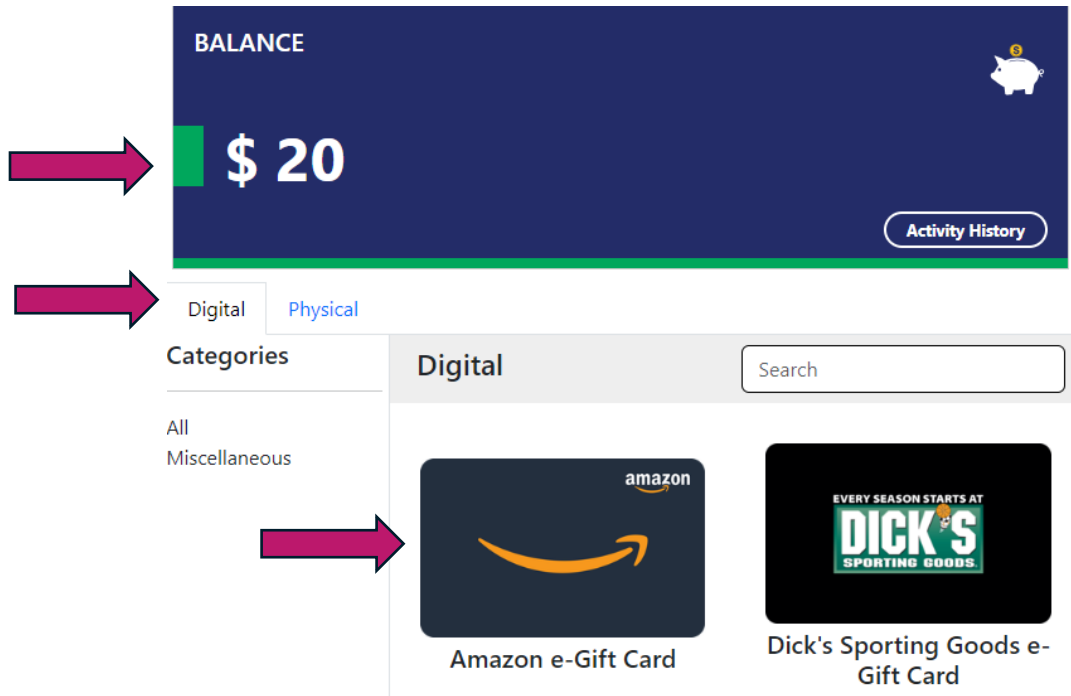
Yearly well-visits are important — even when your child is not sick. This is when the doctor will see how your child is

earn \$20

Redeem

11. Select preferred delivery (digital or physical card), retailer and dollar amount of gift card.

- Digital gift cards will arrive in email within two business days.
- Mailed gift cards will take up to 10 business days to arrive.



12. That's it! Receive chosen gift card by mail or email.

Frequently asked questions

1. What are the Healthy Rewards program rules?

- You must enroll in the Healthy Rewards program prior to or within 30 days of completing a healthy activity to earn rewards.
- You may only redeem rewards for approved gift cards listed on the *Redeem* page.
- You can't use rewards to buy alcohol, tobacco or firearm products.
- All rewards for healthy activities have limits. (Example: once per year, once per pregnancy, eligible member, annual cap.)
- Medicaid must be your primary insurance to qualify to earn rewards.
- Please allow 90 days for your provider to report a healthy activity for your reward to appear.
- To check on the status of the reward, please wait 90 days from the date you finished the healthy activity and no longer than 180 days.
- You must be a CCHA member at the time you finish the healthy activity to earn a reward for it.
- If you are no longer a CCHA member and you still have a rewards balance, you may redeem your funds for 90 days after you disenroll.
- CCHA has the right to cancel the Healthy Rewards program at any time with a 30-day notice.

2. I completed a healthy activity but I have not received the reward. What should I do?

If you think you're missing a reward and it's been more than 90 days since the date of your activity, please call 888-990-8681 (TTY 711) Monday through Friday, 7 a.m. to 6 p.m. MT, or email HealthyRewards@benefitrewardhub.com.

You will need to provide:

- Your name
- Your Medicaid ID
- Your mailing address
- Your phone number
- Your email address (optional)
- The date of service
- The provider's name
- The activity you completed

3. I forgot my username. What should I do?

Please reset your account by calling 888-990-8681 (TTY 711) Monday through Friday, 7 a.m. to 6 p.m. MT, or email HealthyRewards@benefitrewardhub.com.

4. Do Healthy Rewards expire?

Healthy Rewards dollars expire on December 31 of the next calendar year after the reward was earned. For example, if you earned a reward on August 8, 2025, the reward dollars will expire on December 31, 2026.

5. Can I combine my rewards account balance with a family member's account?

No, each member has their own account.

6. The customer service agent said they can't find my account. What should I do?

Please call the CCHA Member Support Services at 303-256-1717 or 855-627-4685 (TTY 711), Monday through Friday 8 a.m. to 5 p.m. MT.

7. I'm no longer a CCHA member, but I finished a healthy activity. What should I do?

You must be a CCHA member at the time you finish the healthy activity to earn the reward. If you completed the activity while you were still enrolled with CCHA, you have up to 30 days after you disenroll from CCHA to let us know and earn the reward.

8. I'm no longer a CCHA member. What happens to my Healthy Rewards account?

When you disenroll from CCHA, you can redeem the funds on your Healthy Rewards account for up to 90 days by calling Healthy Rewards customer service at 888-990-8681 (TTY 711) Monday through Friday, 7 a.m. to 6 p.m. MT,. The funds in the Healthy Rewards account expire after the 90-day period.

9. Will I be required to pay taxes on the reward?

Taxes are subject to the laws of your state and the federal government. Gift card rewards are treated like cash. They are considered income and may be taxed or included in applications for Health First Colorado eligibility.

Visit CCHAcares.com/rewards to start earning rewards today!

CCHA can help connect you to the care, services, and resources you need.

CCHA Member Support Services

303-256-1717 | 719-598-1540

855-627-4685 (TTY 711)

Monday through Friday, 8 a.m. to 5 p.m. MT

CCHAcares.com

Colorado Community Health Alliance (CCHA) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. For more information, visit CCHAcares.com/non-discrimination-notice.

Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 855-627-4685 (TTY 711).

¿Necesita ayuda con el cuidado de la salud, para hablar con nosotros o para leer lo que le enviamos? Le ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llame a nuestra a la línea gratuita al 855-627-4685 (TTY 711).

If you do not speak English, free language assistance is available. Contact CCHA Member Support Services at 855-627-4685 (TTY 711), or CCHAcares.com/languages.

Help in Your Language

Colorado Community Health Alliance:

303-256-1717

719-598-1540

855-627-4685

Callers with hearing or speech disabilities: 711 (TTY)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

ማስታወሻ: የጥናገሩት ቋንቋ አጥርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል።

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ ।

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.