

VitalCare Rewards

Frequently Asked Questions

Is VitalCare Rewards insurance?

No, the VitalCare Rewards[®] Program by Scott & White Health Plan is not insurance. There are no benefits payable to members, nor does Scott & White Health Plan compensate businesses for products or services. You are responsible for paying the discounted fee directly to the business at the time you receive products or services.

Can I get discounts before I receive my ID card?

No, your ID card is your key to discounted services and products. Once you receive it, you can visit a participating business — on or after your effective date and enjoy your savings.

How often can I use my VitalCare Rewards[®] card?

As often as you wish. There are no limits on how often you and your covered dependents can use the program as long as your ID card is valid.

Am I required to pay businesses when I receive services?

Yes, payment is due at the time of service, unless you have made different payment arrangements directly with the business.

What if a participating business does not recognize my VitalCare Rewards[®] card?

Simply ask them to call 1-800-321-7947, and a customer service representative will provide the necessary information. If a participating business does not recognize the VitalCare Rewards[®] logo on your member ID card, tell them VitalCare Rewards[®] is a discount program available through Scott & White Health Plan. *

How can I find a participating business?

Log on to www.swhp.org/rewards. From there, you can search our online directory to find participating program locations near you.

How do I join?

There's nothing to do. As a valued Scott & White Health Plan member you have access to the program automatically.

Who can I call with questions?

Call us toll free at 1-800-321-7947 for any questions or assistance. You may also use the "contact us" feature on this website and receive your answers via e-mail.

* The chiropractic, complementary health care services and fitness center discounts are provided by the American Specialty Health Network administered by Careington International Corporation.

www.swhp.org/rewards

800-321-7947