



# Member Rewards Activities Form

Name \_\_\_\_\_ DOB \_\_\_\_\_ Member ID \_\_\_\_\_

Please complete this form and return it with any verification documentation from your doctor's office using one of these submission methods:

Fax: (714) 551-3831

Mail: Astiva Rewards c/o QI

Email: rewards@astivahealth.com

765 The City Drive South, Suite 200 - Orange, CA 92868

ACTIVITY	ELIGIBILITY	DATE COMPLETED	PROVIDER	LOCATION
Colonoscopy or Stool Occult Blood Test (\$50)				
Breast Cancer Screening (\$50)	Female members			
Diabetic Eye Exam (\$50)	Members with diabetes			
Complete a Post-ER Care Assessment (\$25)	Members visiting ER and are not admitted			
Post-ER follow-up visit with PCP (\$50)	Members who complete follow-up visit with PCP within 7 days Post-ER			

**Important Notice:** The deadline to earn or submit reward requests for this period is December 31st. Any rewards issued will remain available for use during a grace period ending on March 31st of the following year. All unused funds or credits will be forfeited after this date.

I hereby attest that all the information provided herein is true, accurate, and complete to the best of my knowledge. I understand that Astiva Health, Inc. will rely on this information, and I agree to promptly notify the organization of any material changes. Please have your PCP or authorized staff from PCP's office sign this form upon completion of activities.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print \_\_\_\_\_

**astiva** HEALTH  
765 The City Drive South #200  
Orange, CA 92868

Presorted Std.  
U.S. Postage  
**PAID**  
Anaheim, CA  
Permit # 815

## IMPORTANT ASTIVA HEALTH INFORMATION

# MEMBER REWARDS

### Help us coordinate your care and earn rewards

## \$50

**Perform either Colonoscopy or Stool Occult Blood Test**

According to the Centers for Disease Control and Prevention, regular screening is key to preventing colorectal cancer. Contact your doctor to learn if a colonoscopy is right for you.

## \$50

**Breast Cancer Screening (mammogram every two years)**

Regular mammograms can help detect breast cancer early when it is easiest to treat. For most women, a mammogram is the best way to detect breast cancer.

## \$50

**Diabetic Eye Exam**

Diabetic retinopathy is a common diabetes complication, and it is a leading cause of blindness in adults in the United States. If you have diabetes, you should check your eye health each year, even if you do not wear eyeglasses. This will help you protect and preserve your vision.

Members with diabetes

## Post-ER Visit Follow-Up Care

If you visit the ER and are not admitted, you may be eligible for rewards by taking these steps to protect your health:

**Step 1:** Complete a Post-ER Care Assessment: Earn **\$25 Reward** applied to your WEX Card

Call Member Services within 24 hours of your ER visit to complete a brief care coordination assessment. We'll review your discharge instructions together, check on any new medications, identify warning signs to watch for, and help schedule your follow-up appointment.

**Step 2:** Follow-up visit with PCP within 7 days of ER visit: Earn **\$50 Reward** applied to your WEX Card

Complete a follow-up visit with your Primary Care Physician within 7 days after your ER visit to ensure continuity of care.

These rewards are available to all our members who visit the ER and are not admitted. Rewards are separate and cannot be combined with post-hospital supplemental benefits.

Astiva Health is an HMO with a Medicare contract. Enrollment in Astiva Health depends on contract renewal. Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. The benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify. Call 1-866-688-9021 (TTY: 711) to speak to our Member Services. The hours of operation are 8:00AM to 8:00PM, Monday to Sunday, between October 1 to March 31, and 8:00AM to 8:00PM, Monday to Friday, between April 1 to September 30. H1993\_132\_Q1Newsletter\_March2026\_M



## Member Newsletter - Spring 2026 Edition

### A MESSAGE FROM OUR CEO

Hello Astiva's members,

I would like to take a moment to express our gratitude for your trust and support you have placed in our company. I wish you and your family a healthy, happy, successful, and prosperous 2026. At Astiva, we pride ourselves on making meaningful differences to our members, providing benefits that improve your vision, dental health, make your trips to the doctors' clinics easier, providing practical values for your grocery and OTC needs, especially benefits you can use at your local supermarkets.

We understand what it is to be an senior, living in a fast-paced, modern country where everyone is busy, including your loved ones. Our staff not only speak your language, but they also treat you like their family. We are here to make your life a little better every day.

**That is our mission.** Thank you again for being part of the Astiva Family. Please feel free to reach out to us for anything that we can assist you with.

Tri T. Nguyen M.D.  
CEO, Astiva Health

## Reminder!

Completing your Health Risk Assessment (HRA) helps your care team better understand your health needs, medications, and any challenges you may be facing. The HRA is for members enrolled in a Chronic Special Needs Plan (C-SNP) and allows us to connect you with the right programs, providers, and support to help you stay healthy and avoid unnecessary hospital visits. The HRA is quick, confidential, and designed to make sure your care is personalized to you — taking a few minutes today can make a big difference in your care tomorrow.

To complete your Health Risk Assessment, please call Astiva's Member Services Department at (866) 688-9021 TTY 711 or visit Astivahealth.com. On the website, go to the **Members** tab and select **Resources** to find the Health Risk Assessment. Once the HRA is completed it can be emailed to Astiva.CM@Astivahealth.com. You may be eligible to receive a \$25 credit to use at Avanta Mart! Terms & Conditions apply.

# HEALTH RISK ASSESSMENT

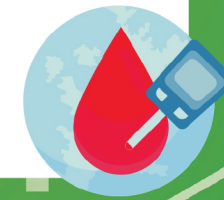
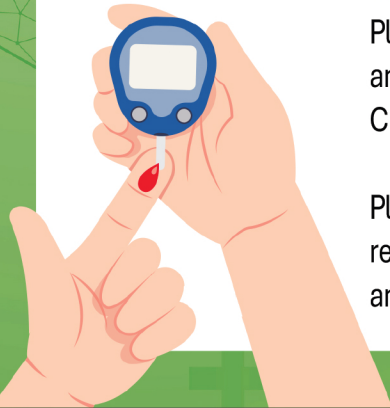
## CONTINUOUS GLUCOSE MONITORS

Did you know that beginning in 2026, there's a new step for getting a Continuous Glucose Monitor (CGM)? In the past, your doctor sent CGM orders directly to the pharmacy. Now, prescribing physicians must first submit the request to your IPA for a **prior authorization review** to confirm medical necessity. (Please note: If the member has a recent insulin claim from the pharmacy on record, there is no need for prior authorizations.)

### WHAT THIS MEANS FOR YOU:

Please be sure to talk with your doctor and confirm that all documentation and **prior authorization** (if applicable) have been submitted to your IPA for all CGM requests before heading to the pharmacy.

Please refer to your Evidence of Coverage (EOC) for more information regarding diabetic services and supplies. A little planning goes a long way and helps avoid delays in getting your CGM!



## YOUR WEX CARD IS ACCEPTED AT MORE LOCATIONS!!

Depending on which plan you are enrolled in, each month you are allotted a certain amount of funds into your Astiva Health Flex Benefit Card to spend on OTC and selected grocery items.

Did you know your WEX card may be used in person to purchase eligible OTC items at the following locations?



Your WEX card is accepted to purchase eligible grocery items at the following locations:



For a complete listing of all eligible locations, including local offerings, please visit [astivahealth.com](http://astivahealth.com) for more details.

For online and phone orders, please visit [catalog.astivahealth.com](http://catalog.astivahealth.com) or call (949) 393-8878.

Limitations and restrictions may apply. Benefit amounts and covered items vary by plan. Refer to your Evidence of Coverage (EOC) for complete details.

## REWARDS FOR ASTIVA HEALTH MEMBERS

Just a friendly reminder — you can earn rewards by completing approved health screenings or wellness activities. For those who qualify, rewards will be loaded onto your WEX Card to spend on eligible OTC items or groceries.

Reward activities and details are listed on the back page of this newsletter. Some activities involve emergency room visits. This is not encouragement to use the ER unnecessarily. Because your health is our top priority, we ask that you call Member Services **within 24 hours of your ER visit** to complete a brief care coordination assessment. We'll review your discharge instructions together, check on any new medications, identify warning signs to watch for, and help schedule your follow-up appointment.

Emergency room visits are for life-threatening or severe acute symptoms only — for example: chest pain, shortness of breath, sudden loss of vision, sudden weakness in the arms or legs, severe injuries, or intense uncontrolled pain.

Minor or non-urgent symptoms should be evaluated by your primary care physician or at a local urgent care clinic.

### HOW IT WORKS:

- Schedule one of the activities listed on the next page with your doctor.
- After your appointment, request documentation from your doctor's office (e.g., visit note or test summary).
- Send the doctor's note along with the completed Members Rewards Activity Form (attached) to Astiva Health so we can verify and process your reward.



### IS YOUR INFORMATION

## UP-TO-DATE?

We want to make sure you never miss any important updates about your health plan - including reminders about preventive care, or a quick check-in from our care team. Recently, we've encountered many instances of disconnected phone numbers, which means we might not be able to reach you when it matters most.

If you have changed your phone number, address, or email in the last year, please let us know today.

1-866-688-9021 (TTY 711)

[memberservices@astivahealth.com](mailto:memberservices@astivahealth.com)

### Prefer a Text?

Appointment reminders, prescription alerts, and quick service updates can now come directly to your phone via secure text message.

To opt-in for convenient text messages (Msg & Data Rates May Apply):

Call Member Services at 1-866-688-9021 (TTY 711) and tell the representative, "I want to opt-in for text messages."

Email [memberservices@astivahealth.com](mailto:memberservices@astivahealth.com) with the subject line "Text Opt-In" and include your name, member ID, and mobile number.

You can opt-out anytime by replying STOP. Standard messaging rates apply.



## Submission Methods

### Mail-In

To mail in your Member Rewards form, tear off this page and mail it to:

Astiva Rewards c/o QI  
765 The City Drive South, Suite 200  
Orange, CA 92868

### Fax or Email

To fax/email in your Member Rewards form, tear off this page, fax/email to:

Fax: (714) 551-3831  
Email: [rewards@astivahealth.com](mailto:rewards@astivahealth.com)



## Have you completed your Astiva Member Rewards form?

- Complete activities/screenings
- Acquire verification documentation from your doctor's office
- Submit this form along with any applicable documents to Astiva Health

