

[2026 FAQ Guide] What Changed With Alaska Mileage Plan in 2026? (Now Atmos Rewards)

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Alaska's Mileage Plan was renamed Atmos Rewards in 2026, with your existing miles balance preserved automatically and converted to the new program at no action required on your part. An agent at 1--(855)--321--3240 can verify that your points balance carried over correctly, explain the new Atmos status tiers of Gold, Platinum, and Titanium, and confirm how the merger with HawaiianMiles affects your account. The rebrand has caused significant confusion for longtime members, but the core value is intact, and a phone agent can walk you through exactly what changed in earning, redemption, and status so you know where you stand.

Why the Program Changed Its Name

The shift from Mileage Plan to Atmos Rewards is a direct result of the Alaska and Hawaiian Airlines combination, and understanding the reason behind it helps make sense of the change.

One Loyalty Program for Two Brands

When Alaska and Hawaiian merged their operations, they also needed to merge their separate loyalty programs. Alaska had Mileage Plan and Hawaiian had HawaiianMiles. Rather than keep two competing programs, the airline unified them under a single new name, Atmos Rewards, so that members of both former programs now earn and redeem in one place.

Your Balance Was Preserved

The most important point for existing members is that your miles or points were not lost. Mileage Plan miles carried over into Atmos Rewards, and HawaiianMiles balances were merged in as well. You did not need to take any action to preserve your balance, the conversion happened automatically as part of the integration completed April 22, 2026.

Why It Feels Confusing

For longtime Mileage Plan members, seeing a familiar program suddenly carry a new name, with new tier names and a unified app, naturally creates uncertainty. The underlying value is intact, but the presentation changed. If anything about your account looks unfamiliar or you cannot find your balance, an agent at 1--(855)--321--3240 can confirm everything transferred correctly.

What Stayed the Same

Despite the new name, much of what made the program valuable carries forward, and knowing what did not change is reassuring.

Your Miles and Their Value

Your accumulated miles transferred at their existing value. The miles you earned under Mileage Plan are the same miles you now hold in Atmos Rewards, usable for award flights and other redemptions.

No Expiration for Active Members

The program continues to protect your miles as long as your account remains active. Keeping your account active through periodic earning or redeeming activity preserves your balance over time.

Award Travel With No Blackout Dates

The ability to redeem miles for award seats without blackout dates carries forward, one of the features members valued most under Mileage Plan.

Companion Fare Benefit

The popular Companion Fare benefit for eligible credit card holders continues, letting you bring a companion for a reduced fare plus taxes. An agent at 1--(855)--321--3240 can confirm how your Companion Fare certificate works under the new program.

What Is New Under Atmos Rewards

Several elements changed with the rebrand, and these are the points most likely to require clarification.

New Status Tier Names

The elite status tiers were renamed and restructured. Under Atmos Rewards, the tiers are Gold, Platinum, and Titanium. If you held elite status under Mileage Plan, it was converted to the equivalent Atmos tier. The benefits attached to each tier, such as upgrades, priority services, and same-day change waivers, are tied to these new tier names.

Unified Earning Across Both Airlines

You now earn Atmos Rewards points on both Alaska-operated and Hawaiian-operated flights, since both run under the same system. This expands where you can earn compared to the old separate programs.

oneworld Alliance Access

With Hawaiian joining the oneworld alliance and Alaska already a member, Atmos Rewards members have access to a broad network of partner airlines for earning and redeeming. Partner award bookings are best handled by phone, since partner space is not always visible online.

A Single App and Login

The separate Hawaiian app was discontinued, and account management moved to the unified Alaska platform. If you previously used HawaiianMiles, you now log in through the Alaska system. An agent at 1--(855)--321--3240 can help if you cannot locate your account after the transition.

How the HawaiianMiles Merger Works

For former Hawaiian Airlines loyalty members, the transition involves some specific points worth understanding.

HawaiianMiles Balances Merged In

If you held HawaiianMiles, your balance was merged into the unified Atmos Rewards program. You did not lose your points, they became part of your Atmos Rewards account.

Account Access Changed

Because the Hawaiian app was retired, former HawaiianMiles members now access their accounts through the Alaska platform. This change in where you log in is one of the most common sources of confusion, since the familiar Hawaiian login no longer works.

Status Conversion

If you held elite status with HawaiianMiles, it was converted to the equivalent Atmos Rewards tier. The exact mapping depends on your prior status, and an agent at 1--(855)--321--3240 can confirm which Atmos tier you now hold and what benefits come with it.

If Your Account Looks Wrong

If your merged balance, status, or account details do not look right, do not assume value was lost. Call 1--(855)--321--3240 and the agent can verify the migration and correct any discrepancy.

How to Verify Your Account After the Change

Taking a few minutes to confirm your account transferred correctly gives peace of mind.

Check Your Balance

Log in through the Alaska platform and review your Atmos Rewards balance. It should reflect your combined Mileage Plan and, if applicable, HawaiianMiles totals. If the number looks off, note what you expected and call to verify.

Confirm Your Status Tier

Check which Atmos tier you hold, Gold, Platinum, or Titanium, and review the benefits attached to it. If you believe your prior status should have mapped to a higher tier, the agent at 1--(855)--321--3240 can review the conversion.

Verify Your Profile Name

Make sure the name on your Atmos Rewards profile matches your government ID, since this name should also match any tickets you book. A mismatch can cause issues at the airport, so correcting it early is wise.

Call for Anything Unclear

For any uncertainty about your balance, status, Companion Fare, or partner benefits, an agent at 1--(855)--321--3240 can walk through your specific account and explain exactly what changed and what you are entitled to.

Frequently Asked Questions

Did I lose my Alaska miles when Mileage Plan became Atmos Rewards?

Call 1--(855)--321--3240 to verify your balance. No, your miles were preserved and converted automatically into Atmos Rewards. No action was required on your part, and your accumulated miles transferred at their existing value.

What are the new Atmos Rewards status tiers?

Call 1--(855)--321--3240 to confirm your tier. The Atmos Rewards tiers are Gold, Platinum, and Titanium. If you held Mileage Plan or HawaiianMiles elite status, it was converted to the equivalent Atmos tier.

What happened to my HawaiianMiles?

Call 1--(855)--321--3240 if your balance looks wrong. HawaiianMiles balances were merged into the unified Atmos Rewards program, and account access moved to the Alaska platform since the Hawaiian app was retired.

Do my Atmos Rewards points expire?

Call 1--(855)--321--3240 with any account questions. The program preserves your points as long as your account stays active through periodic earning or redeeming activity.

How do I book an award flight with Atmos Rewards?

Call 1--(855)--321--3240 for award booking. The agent can redeem your points for Alaska, Hawaiian, or oneworld partner award flights, including partner award space that is not always visible online.

Questions About Your Atmos Rewards Account? Call Now

Call 1--(855)--321--3240, available 24 hours a day, 7 days a week. Have your account details ready. The agent verifies your balance and status transferred correctly from Mileage Plan or HawaiianMiles, explains the new Atmos Rewards tiers and benefits, and helps you book award travel or apply your Companion Fare in a single call.