

# Tips for using your Benefit Bank card

The Benefit Bank card is preloaded with money that can be used for dental care, prescription eyewear, fitness/gym memberships, and prescription hearing aids. Use the card to pay a portion, or the full cost, of a service or an item. Allowances range from \$300-\$946 by plan. (See your Evidence of Coverage to find out your allowable amount.) Below are some helpful hints for using your card.



## 1. Where can I use the card?

You may only use your card at locations or online where the primary business category is dental care, eyewear, fitness memberships (including approved online programs and WW® online memberships), or hearing aids.

## 2. What qualifies online fitness programs and memberships for use with the Benefit Bank card?

Qualifying online fitness programs provide classes that have cardiovascular and strength training for exercising and improving fitness. Here are some examples of online fitness programs that qualify:

- Barre3
- Beach Body and Beach Body on Demand
- Daily Burn
- FitFusion
- Obé Fitness

Call Customer Service at the number on the back of this flyer for a more complete list.

## 3. Extra money to buy healthcare products

Members of our Orange, Green, and Saver No Rx plans get extra money on the Benefit Bank card that can be used to buy health care products at specific retailers or through our online partner, Medline OTC Benefits. With Medline, you can make purchases online, or by phone.

## 4. Do I need to activate my card?

No, you don't have to do anything. Your card is all set to use.

## 5. What if my card is declined at a merchant who provides approved services/products?

There are a couple of reasons why this could happen.

- The amount charged could've been over the balance available on your card. If this happens, the transaction will be declined. We recommend you find out the balance on your card before you make a purchase with it. Obtaining your balance is easy and available 24/7. See question 7 on the back of this flyer.
- The merchant may not be listed with VISA/Mastercard under an eligible category.

## 6. Will I receive a new Benefit Bank card each year?

No. The initial Benefit Bank card that was sent to you is valid for 3 years, if you remain a member of a qualifying Fallon Medicare Plus (FMP) plan. Each year on January 1, your card will be reloaded with the Benefit Bank amount associated with your qualifying FMP plan. Any unused amount from the previous year will not carry over.

**7. What if the cost of a service or item exceeds my available card balance?**

The card can only be processed for the available amount or lower. Before your card is swiped, let the merchant know how much you'd like to apply to the purchase. You're responsible for all costs that exceed the available balance on your Benefit Bank card. You may check your card balance in any of the following ways:

- Call Cardholder Services at 1-833-299-5087.
- Log into your MyFallon member portal at [fallonhealth.org/myfallon-medicare](https://fallonhealth.org/myfallon-medicare). Then go to "My Resources" and choose "Benefit Bank."
- Use our mobile app, Fallon OTC, available in the App Store or Google Play Store. (Log into your MyFallon member portal first, to get set up.)
- Call Fallon Health Customer Service at the number below.

**8. I lost my card. What should I do?**

Call Fallon Health Customer Service at the number below. We'll deactivate your old card and replace it within 7–10 days at no cost.

**9. What if I already paid for my eligible services out-of-pocket?**

You can submit a Benefit Bank reimbursement form to Fallon Health. You can get a form by:

- Calling Fallon Health Customer Service at the number below
- Using our mobile app, Fallon OTC
- Visiting the "Plan documents and forms" section of [fallonhealth.org/medicare](https://fallonhealth.org/medicare)

**10. I received a bill from a merchant who provides approved services/products. How can I use the Benefit Bank card to pay it?**

- Call the service provider and give them your Benefit Bank card number, or
- Write your Benefit Bank card number on the billing statement

**Have more questions?**

Give us a call. We're happy to help.



**1-800-325-5669 (TRS 711)**

8 a.m.–8 p.m., Monday–Friday (7 days a week, Oct. 1–March 31)