

Five Things to Know About Your Debit Card

1. **Your new card must be activated.** Call –1-866-898-9795 and follow prompts to activate card. Pin number is not required.
2. **Debit card is cashless but not always paperless!** Save all your receipts. Be prepared to submit copies of receipts and other documentation upon request.
3. **Sign into your account via our website or mobile app to check your balance.**
4. **Debit card can be used at qualified merchants** providing medical products and services. Use of debit card depends on the reimbursement plans available on your card. Refer to your plan documents, employer or call us at 1-800-622-6233.
 - **Deductible Share HRA** – charges are only accepted at most pharmacies.
 - **Flexible Spending Arrangements** – charges are accepted at most pharmacies, medical and vision providers/facilities provided you do not have the HRA on your card.

*Some pharmacies may not apply, based on implemented technology.

**If the merchant is not health care related, (such as a grocery store), they must have the technology to support the health care related debit cards.
5. **Cards are good for three years.** New funds will be loaded to card at beginning of plan year. New cards are only issued prior to the expiration date or by request, if needed. **There is a \$5 fee for additional/replacement cards.** New cards are mailed in a plain white envelope.