

# Activating your Benefit Bank card



As a member of our Fallon Medicare Plus™ Orange, Green or Blue plans, you have a valuable benefit available to you—the Benefit Bank. You can use the Benefit Bank to pay for dental care, hearing aids, fitness memberships and/or eyewear, up to your allowable amount.

## Activating your card

Be sure to have your Fallon Medicare Plus™ member ID card available. You will need your member ID number to activate your Benefit Bank card.

**Call 1-833-647-9633.** This phone number is also located on the sticker on the front of your Benefit Bank card. The prompts will guide you through the following process:

1. Press the number that corresponds to your language preference. For example: press 1 for English, or press 2 for Spanish.
2. Enter your 16-digit Benefit Bank card number (found on the front of your Benefit Bank card).
3. When prompted, press 1 to proceed.
4. Enter the last 4 digits of your Fallon member ID number. **Do NOT enter your Social Security number.**
5. Enter your 3-digit CVV code (found in the signature panel, on the back of your Benefit Bank card).
6. If you'd like to create a PIN number for extra security, press 1. If you'd like to exit, press 2.
7. Your card is now activated.

## Have more questions?

Review the [Benefit Bank Tips flyer](#), or give us a call—we're happy to help.

**Fallon Health Customer Service**

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

8 a.m.–8 p.m., seven days a week. (April–Sept., 8 a.m.–8 p.m., Mon.–Fri.)

