

Using your Benefit Bank card



The Benefit Bank card is preloaded with money that can be used for dental care, eyewear, fitness memberships and hearing aids. Use the card to pay a portion, or the full cost, of a service or an item. Allowances range from \$250-\$1,000 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 fitness online 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

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

There are a few reasons why this could happen.

- Your card may not be activated. To activate it, call 1-833-647-9633 (TRS 711).
- The amount charged could have 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 4 below.
- The merchant may not be listed with VISA/Mastercard under an eligible category.

4. 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 would like to apply to the purchase. You are 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 1-833-647-9633.
- Log into your MyFallon member portal at fallonhealth.org/myfallon-medicare. Then go to "My Resources" and choose "Benefit Bank."
- Use our mobile app, Fallon Health Benefit Bank, 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 on the back of this flyer.

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

No. The initial Benefit Bank card that was sent to you is valid for three 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.

6. I lost my card. What should I do?

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

7. 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 Health Benefit Bank
- Visiting the “Plan documents and forms” section of fallonhealth.org/medicare

8. 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)

Monday–Friday, 8 a.m.–8 p.m.

From Oct. 1–Mar. 31, we’re available seven days a week.

