

## My Health Pays<sup>®</sup> Visa<sup>®</sup> Prepaid Card FAQs

### **What is a My Health Pays<sup>®</sup> Visa<sup>®</sup> Prepaid Card?**

A My Health Pays<sup>®</sup>\* Visa Prepaid Card can be used for your healthcare-related costs<sup>‡</sup>, such as: monthly premium payments<sup>§</sup>, doctor copays<sup>∞</sup>, deductibles, and coinsurance. Or use it for your monthly bills such as: utilities, telecommunications, transportation, education, rent, or childcare.

To add dollars to your My Health Pays<sup>®</sup> Visa Prepaid Card, convert your rewards points into dollars by going to the My Health Pays Rewards Store, click on the My Health Pays<sup>®</sup> Visa Prepaid Card banner and follow the prompts.

Questions about your card? Log in to [Member.AmbetterHealth.com](http://Member.AmbetterHealth.com).

\*Consult a tax professional to understand any possible tax implications for the My Health Pays<sup>®</sup> program.

‡Healthcare-related costs will vary by member and the plan in which you are enrolled.

§My Health Pays<sup>®</sup> rewards cannot be used to pay premiums in NV and AZ.

You will only be able to purchase public transportation directly from the agency either in-person or online. Passes cannot be purchased through retail locations such as grocery or convenience stores.

Funds expire 90 days after termination of insurance coverage.

The card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. This card is limited to qualifying products and services as listed above. Eligible items up to the amount of your balance will be covered. Any remaining balance will remain on your card. You can use it for future purchases. The card may not be used everywhere Visa debit cards are accepted. This card cannot be used at ATMs, and you cannot get cash back.

### **How do I get a My Health Pays<sup>®</sup> Visa<sup>®</sup> Prepaid Card?**

Go to the My Health Pays Rewards Store and click on the My Health Pays<sup>®</sup> Visa Prepaid Card tile and select the dollar amount you would like to receive. A card will then be sent to the address provided during the check-out process within 10–15 business days. If you already have a card, dollars will be added to your existing card within 5 -7 business days.

### **How do I use my My Health Pays<sup>®</sup> Visa<sup>®</sup> Prepaid Card?**

Use your My Health Pays<sup>®</sup>\* Visa Prepaid Card for your healthcare-related costs<sup>‡</sup>, such as: monthly premium payments<sup>§</sup>, doctor copays<sup>∞</sup>, deductibles, and coinsurance. Or use

it for your monthly bills such as: utilities, telecommunications, transportation, education, rent, or childcare.

To add dollars to your My Health Pays® Visa Prepaid Card, convert your rewards points into dollars by going to the My Health Pays Rewards Store, click on the My Health Pays® Visa Prepaid Card banner and follow the prompts.

Questions about your card? Log in to [Member.AmbetterHealth.com](https://Member.AmbetterHealth.com).

\*Consult a tax professional to understand any possible tax implications for the My Health Pays® program.

‡Healthcare-related costs will vary by member and the plan in which you are enrolled.

§My Health Pays® rewards cannot be used to pay premiums in NV and AZ.

You will only be able to purchase public transportation directly from the agency either in-person or online. Passes cannot be purchased through retail locations such as grocery or convenience stores.

Funds expire 90 days after termination of insurance coverage.

This card is limited to qualifying products and services as listed above. Eligible items up to the amount of your balance will be covered. Any remaining balance will remain on your card. You can use it for future purchases. The card may not be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. This card cannot be used at ATMs, and you cannot get cash back. If you select DEBIT at the point of sale, you will need to provide your PIN. You will select a PIN at the time of card activation. If you select CREDIT, you will not need to provide your PIN; however, you may need to provide your signature.

This card is not a gift card or a gift certificate. You have received this card as a gratuity without the payment of any monetary value or consideration.

The card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. This card is limited to qualifying products and services as listed above. Eligible items up to the amount of your balance will be covered. Any remaining balance will remain on your card. You can use it for future purchases. The card may not be used everywhere Visa debit cards are accepted. This card cannot be used at ATMs, and you cannot get cash back.

**How do I add more dollars to my existing My Health Pays® Visa® Prepaid Card?**

You can go to the My Health Pays Rewards Store and click the My Health Pays® Visa Prepaid Card tile and select the dollar amount you would like to add to your existing card. Dollars will be added to your existing card within 5 - 7 business days.

**What if I have questions about the My Health Pays® Visa® Prepaid Card?**

- Activate your card and obtain/reset your PIN number by calling 1-888-514-6841.
- Check your card balance and last 5 transactions by calling the number on the back of your card: 1-866-809-1091.
- Report your card lost or stolen, dispute charges, or initiate fraud investigation, call 1-866-598-1764.
- For any other inquiries, call Member Services. See the Member Services phone number for your state within the My Health Pays FAQs.