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 fitness memberships, dental care and/or eyewear, up to your allowable amount. Here are some tips that you may find helpful.

**Can I use the Benefit Bank card anywhere that accepts MasterCard?**
You can only use your Benefit Bank card at locations where the primary business category is dental services, eyewear and/or fitness memberships.

**How do I activate my 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 1-866-898-9795.** 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, press 1. If you’d like to exit, press 2.
7. Your card is now activated.
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. It is important that you provide
the available Benefit Bank card balance, or the amount which you would like to use for payment,
to the merchant before your card is swiped. You are responsible for all costs that exceed the
available balance on your Benefit Bank card. To check your Benefit Bank card balance, call Fallon
Health Customer Service at the number below or log into the Benefit Bank portal.

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.

What do I do with the Benefit Bank card once the amount has been used?
Keep it. The Benefit Bank card does not expire for three years, and may be reloaded by Fallon
Health in future plan years.

What if my card is declined at a merchant that specializes in providing fitness memberships,
dental or eyewear services?
If your Benefit Bank card was declined and you believe it was in error, please call Fallon Health
Customer Service at the number below. If the merchant provides approved items and/or services,
our team will review your transaction and, if applicable, assist you in requesting a reimbursement.

What if I already paid for my eligible services out-of-pocket?
You can submit a reimbursement form to Fallon Health. You can get a form by:
• Calling Fallon Health Customer Service at the number below
• Visiting our “Plan documents and forms” section
• Logging into the Benefit Bank member portal

I received a bill from my dental/eyewear/fitness provider. How can I use the Benefit Bank
card to pay it?
You can use your Benefit Bank card to pay for services/items by:
• Calling the service provider and giving them your Benefit Bank card number, or
• Writing your Benefit Bank card number on the billing statement
Remember, the Benefit Bank card can only be used to pay for fitness memberships, dental care
and/or eyewear from merchants whose primary business is providing these services.

Have more questions?
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.)