As a member of our Fallon Medicare Plus™ and Fallon Medicare Plus™ Central Orange, Green, Blue and Premier 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)
We’re available Monday–Friday, 8 a.m.–8 p.m. And from Oct. 1–Mar. 31, we are available seven days a week.