

Using 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. 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 care, hearing aids, fitness memberships and/or eyewear.

What if my card is declined at a merchant that specializes in providing dental care, hearing aids, fitness memberships and/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. This may occur if the provider is registered with MasterCard under a business category that does not match dental, hearing, eyewear or fitness membership services. 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 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 Fallon's [member portal, myFallon](#).

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, as long as you remain a member of a qualifying Fallon Medicare Plus plan. This card will be reloaded, each year on January 1, with the Benefit Bank amount associated with your qualifying Fallon Medicare Plus plan.

What do I do with the Benefit Bank card once the amount has been used?

Keep it. The Benefit Bank card is able to remain valid for three years if you remain a member of a Fallon Medicare Plus plan with a Benefit Bank benefit.

Does the Benefit Bank card carry over each year?

No. The amount on your Benefit Bank card is valid for services received from January 1 through December 31 of each benefit year that you are enrolled in a qualifying plan. Any unused amount will expire after December 31, and will not carry over to the following year.

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 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 the ["Plan documents and forms"](https://fallonhealth.org/medicare) section of fallonhealth.org/medicare

I received a bill from my dental care/hearing aids/fitness/eyewear 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 dental care, hearing aids, fitness memberships 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.)

