

Use of Your Card

Your card is not a credit card but may be entered as "credit" to checkout. If prompted, your PIN is the last 4 digits of your card number. You can either use card as "debit" and enter PIN, or as "credit" and bypass PIN. Products may not be available at every location. Your card is not accepted at ATMs and cannot be used to obtain cash. Any fees associated with transactions will be deducted from the allowance. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply. **Please do not throw away your card and keep it safe.** CarePlus is not responsible for funds lost due to lost or stolen cards. Benefits listed here are part of a Medicare plan and end at the end of the year.

This Card is redeemable for specific goods and services at select merchants. Card may not be used for alcohol, tobacco and vaping products, firearms, lottery or gaming tickets. This Card is not redeemable for cash except as required by law. Call **1-855-391-0942 (TTY: 711)** for balance. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Distributed by Optum Financial, Inc. on behalf of itself and its subsidiaries. **No Cash or ATM Access.**

Important

At CarePlus, it is important you are treated fairly.

CarePlus Health Plans, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

The following department has been designated to handle inquiries regarding CarePlus' non-discrimination policies: Member Services, PO Box 277810, Miramar, FL 33027, 1-800-794-5907 (TTY: 711).

Auxiliary aids and services, free of charge, are available to you. 1-800-794-5907 (TTY: 711)

CarePlus provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

This information is available for free in other languages. Please call our Member Services number at 1-800-794-5907. Hours of operation: October 1 - March 31, 7 days a week, 8 a.m. to 8 p.m. April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. You may leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day.

Español (Spanish): Esta información está disponible de forma gratuita en otros idiomas. Favor de llamar a Servicios para Afiliados al número que aparece anteriormente.

Kreyòl Ayisyen (French Creole): Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele nimewo Sèvis pou Manm nou yo ki nan lis anwo an.