



Frequently Asked Questions About the Amida Care Healthy Rewards Visa Card

1. Will there be any incentives loaded on my initial Visa card?

Yes, Amida Care will send you your NEW Amida Care Healthy Rewards Visa card when you have earned your first incentive. We will continue to add value to your card as you earn rewards.

2. Are there any restrictions on my card?

Your Amida Care Healthy Rewards Visa card is not intended to be used to purchase alcohol or tobacco products. You can use your rewards to buy groceries, clothing, and many other items at any U.S. retail location that accepts Visa gift cards, including online merchants.

3. How do I activate my Rewards Card?

You must ACTIVATE (TURN ON) your card as soon as you receive it (BEFORE YOU USE IT) by calling 855-364-9801. You will need your card number, expiration date, and security code located on the back of the card, as well as your four-digit year of birth, to complete the activation.

4. Does my Healthy Rewards card have a PIN?

When you first use your card at a merchant, the card machine may ask you to set up a 4-digit PIN (Personal Identification Number). You can use any 4-digit number as your PIN (like year of birth, for example). Select a 4-digit PIN that is easy to remember. This number will be your PIN for all future purchases. If you want to re-set your PIN, you can visit amidacarecard.com.

5. What happens if I lose my card?

You can call (800) 698-1137 and request a new card, but you would need your card number to request or call Member Services at (800) 556-0689 for assistance. Please note that it takes 10-15 business days to receive a replacement rewards card.

6. When does my Healthy Rewards Card expire?

The card will expire on the last day of the month on the date shown on the front of your card. One month prior to the expiration date, Amida Care will send you a new card to the address on file. Remember to immediately activate your new card and keep it in a safe place. Any balance on your expired card will be transferred to the new card automatically.