

HEALTHY SAVINGS

FOR MEDICA ADVANTAGE SOLUTION®
(HMO), (HMO-POS) & (PPO) MEMBERS



FREQUENTLY ASKED QUESTIONS

Do I Need To Activate My Card?

No, your card will arrive activated and ready to use. To access weekly savings and manage your account go to **MedicaHealthySavings.com** and click on register and enter the required information.

How Am I Notified About New Product Offers?

When you activate your Healthy Savings card, you'll receive weekly emails identifying the featured offers that are already loaded onto your card.

Where Can I Use My Healthy Savings Card?

You may use your card at any Healthy Savings authorized retailer. You can find the stores nearest you on the Stores tab on **MedicaHealthySavings.com**.

What Products Qualify For This Program?

Using a nationally recognized and patented food-rating science from Guiding Stars, foods are qualified based on nutritional content. Only those foods that score in the top 35% of their group are eligible to be included in the program.

How Often Are New Offers Available And How Long Do Discount Offers Last?

Each offer lasts up to two weeks, and new offers are available every Sunday.

How Many Times Can An Offer Be Used?

Offers can be used only once.

How Do I Use My Healthy Savings Card In The Store?

1. Advantage Solution® members save 50% on fresh fruits and vegetables up to \$65 per quarter at participating retail grocers. In addition, each Sunday, your card is pre-loaded with \$40-50 of new savings on the healthiest one-third of foods in a typical grocery store. All of the featured foods are already on your card. You can:
 - » Access and customize your pre-made shopping list on the Healthy Savings website or app.
 - » Use the email list sent to you.
 - » Shop for the foods you want at any participating grocery store.
2. Scan your card or barcode in the app at checkout. All of your savings are instant!
3. When the transaction is totaled, you will see the savings printed at the bottom of the sales receipt.

What Do I Do If I Lose My Card?

You may request a new card online on the Healthy Savings website at **MedicaHealthySavings.com/Help/ContactUs**. Make sure to report your current card as lost and enter your mailing address in the Message field. Replacement cards may take up to 45 days to receive in the mail. In the meantime, you can print a shopping list via the My List page and use the barcode that prints at the bottom of the page at checkout.

Or, you can use the Healthy Savings mobile app to access your savings. Download the mobile app from the Apple App Store or Google Play. Have the cashier scan the barcode on the mobile app at checkout to get your instant savings. You can find the barcode on the mobile card on the My Barcode page or you can print a temporary card.

Can I Use My Healthy Savings Card And A Paper Coupon For the Same Item?

Many manufacturers will allow you to use both a Healthy Savings offer and another coupon on the same item; however, the amount of the discount will never exceed the product's purchase price.

What If I Didn't Get My Savings?

You may not have received savings for the following reasons:

- » Your Healthy Savings card was not presented before the sale was processed
- » You have reached the maximum benefit amount per quarter on fresh fruits and vegetables
- » The product(s) you purchased did not meet the terms described in the savings details
- » The savings/offer had expired
- » You already received savings because you used coupons for the same product(s)

If you would like to report a problem with the redemption of your savings, you may contact support to review your transaction via the Healthy Savings website. Please provide as much detail as you can about the transaction in question, including the date of the transaction and the name of the retailer, so that we may efficiently respond to your inquiry. You may even attach a copy of the receipt to your inquiry.



Have a question?

Call Customer Service at **1-866-269-6804** (TTY: **711**) for MN Medica Advantage Solution members or **1-866-398-7374** (TTY:**711**) for IA and NE Medica Advantage Solution with CHI Health members
October 1–March 31: 8 a.m. to 8 p.m. Central, seven days a week
April 1–September 30: 8 a.m. to 8 p.m. Central, Monday-Friday

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