

## Greenphire ClinCard – Cardholder FAQ's Cards expiring in July 2022

### 1. When does my Greenphire ClinCard expire?

- The card expiration date is on the front of the Master Card. It is also listed as the Valid Thru date. See below example.



### 2. If my Master Card has an expiration date or valid thru date of 7/22, can I use my card until 7/31/22?

- Yes, cards expire on the last day of the month they expire.

### 3. If I have a card that expires in 7/22, with or without money on it, can I get a new card with a new expiration date?

- Yes, cardholders should call the number on the back of their card 30 days leading up to the expiration date, or any time after the expiration date, to have Cardholder Support replace their card at no charge.

### 4. If I just realized my card has expired, can I get a new card?

- Yes, cardholders should call the number on the back of their card any time after the expiration date to have their card replaced at no charge.

### 5. How will I receive a replacement card?

- Cards will be mailed directly to cardholder and cardholder will need to call Customer Support to activate their replacement card before they can start using it.
- Participants should receive their new replacement card in 7-10 days.
  - Note: The old card will be deleted when the replacement card is ordered. Any payments made during this time will be automatically loaded onto the replacement card, along with any remaining balance.

### 6. What makes a card inactive?

- If a card has a balance and that balance has not been increased or decreased in 6 consecutive months, the card will be charged a \$4.50/month inactivity fee. This will be deducted from the participant's balance. If there is no balance on the card, there is no fee assessed.
  - Note: If your card has received an inactivity fee, please contact Greenphire at 1-866-952-3795 – they may offer a one-time refund to you.