

Payment Assistance Card Frequently Asked Questions (FAQ's)

How should I use the payment assistance card once it is received?

*The VISA payment assistance card can be used for premium, medical expenses and travel services and is labeled as **FLEX MEDICAL**. Keep in mind that the annual assistance amount can be used across all services referenced in your welcome letter, but there is a restriction on the amount that can be used towards travel services.*

- **Medical Expenses:** Medical expenses assistance includes a wide range of healthcare services to support the program diagnosis. This may include out of pocket costs for doctor office visits, laboratory testing, durable medical equipment, infusion therapy costs, nursing services, etc. Items and/or services covered vary depending on the specific program. Please note, FDA approved and indicated medications to manage a direct symptom or side effect related to the program diagnosis are not eligible for payment with the payment assistance card but can still be submitted to us for consideration of payment by email, fax, or mail.
- **Premium Assistance:** Helps with the cost of health insurance premiums. Your card may be used once per month to pay for your premium.
- **Travel Assistance:** Helps with the costs associated with travel to and from a treatment center for the program diagnosis. Services vary depending on the specific program. When using the card at the gas pump, be sure to select credit as the method of payment. A PIN is not issued for use.

Once a transaction is complete, we are unable to make modifications to the transaction. All transaction receipts must be saved and are subject to audit at any time to ensure compliance to program guidelines.

How do I activate my payment assistance card(s) once it is received?

To activate the assistance card(s), please log in to your Accessia Health Patient Portal and click on the "Activate" button under the "Assistance" tab. You may also activate your assistance card(s) by using our automated service by calling 800-366-7741 or by speaking with a representative at 800-366-7741.

Once I receive the card, what should I do if my card does not work?

Once the card is received, it must be activated through your Patient Portal or by calling 800-366-7741 to speak with a representative. The items and/or services covered under each program varies. If you have a declined transaction or unsure if an item and/or service is covered under the program, please call Accessia Health.

Where can I view my transactions and available balance?

Your recent transactions and available balance may be viewed in the Patient Portal. To use the Patient Portal, please follow the instructions on the enclosed letter.

Can I use the payment assistance card to pay for my Accessia Health copayment assistance?

The VISA payment assistance card cannot be used for Accessia Health copayment assistance. For medication copayment services, please use your pharmacy benefit card (that was mailed with your approval letter) for your prescribed medications covered under the program. Please note, Accessia Health programs assist with FDA approved and indicated products for the program diagnosis.

Should I save my receipts?

All transaction receipts must be saved and are subject to audit at any time to ensure proper use of Accessia Health assistance. Unapproved purchases will result in immediate cancellation of your card and termination of Accessia Health assistance. Please save all receipts and store in a safe place to retrieve at a later time.

What should I do with my card once funds for the calendar year have been exhausted?

Please save your card for potential assistance during the next calendar year (dependent upon program availability and eligibility) and if you are eligible for continued service, Accessia Health can reload the card.

I have premium assistance and forgot to pay my monthly premium last month. Can I pay for more than one month at a time with my assistance card?

The assistance card will only assist with the premium amount for one month. Please be sure to pay your monthly health insurance premium timely each month.