



2025 Martin's Point Generations Advantage Prepaid Mastercard®

General Information

Do I need to activate my card before using it?

No. Your card arrives active and ready to use.
(Please sign the back of your card.)

How do I know how much of my benefits' allowances are on the card?

Your card arrives preloaded with your full annual amount, with separate allowances for your Wellness Wallet and Eyewear benefits. As you use your card, remaining balances can be found on your Generations Advantage member portal at MartinsPoint.org or by calling Martin's Point Generations Advantage Member Services at 1-866-544-7504 (TTY: 711) 8am–8pm, every day from Oct. 1–Mar. 31 and weekdays from Apr. 1–Sep. 30.

Can I use the card to purchase any items on the Wellness Wallet and Eyewear lists of benefit-eligible items/services?

At this time, card payments are available for a limited number of all eligible Wellness Wallet items/services and Eyewear at specific

retailers. We are working to expand options for card use in the future.

Where can I use my card?

At this time, card payments for Wellness Wallet items and Eyewear purchase are only accepted at a limited list of locations. To view this list, please visit MartinsPoint.org/WellnessWallet

Can I combine my Wellness Wallet allowance amount with my Eyewear allowance amount and use the total toward an eligible purchase?

No. Your card is loaded with two separate balances—one for your Wellness Wallet allowance and one for your Eyewear allowance. These separate balances cannot be combined.

PLEASE NOTE: The benefits refresh yearly. Unused balances do not carry over to the next year. The available balance is updated automatically after each purchase is completed

When Making a Purchase

Do I select “Credit” or “Debit” at the retailer’s card reader when making purchases?

If you do not set up a PIN, select the “Credit” option. If you prefer, you may set up a PIN and use the PIN with the “Debit” option to access your funds. To set up a PIN, please call 1-866-898-9795. Select the “Credit” option. By using the credit option, you will not need a PIN to access your funds.

Do I need to keep itemized receipts/proof of purchase for each card transaction?

Yes, always keep itemized receipts/proof of purchase. You may be contacted by the Martin’s Point Generations Advantage team to submit receipts to verify that expenses comply with your plan’s guidelines. Handwritten receipts are not accepted.

How do I use the card when the price for the item I am purchasing exceeds the allowance amount on my card?

It is always advisable to check your available allowance balance(s) prior to using your card. To use your card for a partial payment, simply ask the cashier to apply the available dollar amount to the card first (***you will need to tell the cashier what this amount is***) and pay the balance using your own preferred payment method. Be sure to keep your itemized receipt and proof of purchase.

What should I do if my card payment is declined?

You may purchase items using your own preferred payment method and request reimbursement online or by mail up to your annual allowance. Be sure to save and submit copies of your itemized receipts and proof of purchase.

What happens at the end of the year (or if I disenroll from the Generations Advantage plan before the end of the year)?

As of January 1, 2026 (or as of a 2025 disenrollment date if you leave the plan), any 2025 funds remaining on the card are deleted. If you continue your plan enrollment in 2026, keep the card and the new plan year’s benefit allowances will be loaded onto the card as of January 1.

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Martin’s Point Generations Advantage is a health plan with a Medicare contract offering HMO, HMO-POS, and Local PPO products. Enrollment in a Martin’s Point Generations Advantage plan depends on contract renewal. Martin’s Point Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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