HEALTHY SAVINGS

FREQUENTLY ASKED QUESTIONS

What Is the Medica Healthy Savings Program?

Healthy Savings helps Medica members eat healthy and save money each month on all kinds of qualified foods. There's no extra cost to you for the Healthy Savings program. Medica members who live near participating stores are automatically enrolled in the program and will receive a Healthy Savings card.

How Do I Activate My Card?

Go to **MedicaHealthySavings.com** and click on *Get Started*. Enter the required information to access your weekly savings and manage your account.

How Am I Notified About New Product Offers?

When you activate your Healthy Savings card, you'll receive weekly emails identifying 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 store. You can find the stores nearest you on the Store Finder 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 50% of their group are eligible to be included in the program.

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

Most offers last two weeks, and new offers are available every Sunday.

How Many Times Can an Offer Be Used?

The number of times you can use an offer depends upon the requirements of the specific offer. Be sure to refer to the offer's specific details to make the most out of each week's promotions.

How Do I Use My Healthy Savings Card in the Store?

1. Each Sunday, your card is pre-loaded with $40-50 of new savings on the healthiest foods in a typical grocery store. All of the featured offers are already on your card. You can:

   » Favorite an offer on **MedicaHealthySavings.com** to add it to the My Favorites tab and customize your shopping list.
   » Use the email list sent to you.
   » Access offers using the Healthy Savings app on your smart phone.
   » Shop for the foods you want at any participating grocery store.

2. Scan your card at checkout. All of your savings are instant!

3. When the transaction is totaled, you will see Healthy Savings discounts printed at the bottom of the sales receipt.

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MEDICA

What Is the Healthy Savings Mobile App?

With the Healthy Savings mobile app, you can access your program benefits anywhere, anytime. Download the Healthy Savings mobile app for free from the App Store or Google Play to get savings on your smart phone. The app makes it easy to find the offers you want. It features customized discount information, a store selector, personalized lists and a mobile barcode to use at checkout.

What Are Grab It Offers?

Grab It offers are limited-time, high-value offers that are available to eligible Healthy Savings members. Once you claim an offer, it must be used within the time indicated. If you don't claim a Grab It offer, it will not be added to your card and will not apply at check out.

What Do I Do If I Lose My Card?

If you already have a Healthy Savings account, you can log in on the Healthy Savings website or the Healthy Savings mobile app to access your savings. You can find your barcode on the mobile app on the Redeem page. If you don't have an account and need a replacement card sent to you, you may request a new card through the Healthy Savings Contact Us form. Go to **HealthySavings.com/Medica/ContactUs**. Make sure to select *I need a card* and enter your mailing address in the Message field.

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:

» The product(s) you purchased did not meet the requirements of the offer.
» The offer is expired or redeemed.
» You already received a store coupon discount for the same product(s) and this brought the balance of the item(s) down to zero dollars.

If you would like to report a problem with the redemption of your savings, you may contact support to review your transaction. Go to *Contact Us* on 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 store, so that we may efficiently respond to your inquiry. You may even attach a copy of the receipt to your inquiry.