



Frequently Asked Questions

How do I activate my card?

Go to www.medica.com/healthysavings and the **sign up now** page, 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 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 retailers. You can find the stores nearest you on the Healthy Savings website on our **Stores** page.

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 do I use the Healthy Savings card in the store?

- We recommend you print a shopping list via **My List** to help you locate the exact products in the store that are eligible for discounts.
- Present your Healthy Savings card to the clerk to scan the barcode before payment.
- When the transaction is totaled, you will see Healthy Savings discounts printed at the bottom of the sales receipt.

How often are new offers available and long do discount offers last?

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



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How many times can an offer be used?

Offers can be used only once.

What do I do if I lose my card?

You may request a new card online on the Health Savings website at www.medica.com/healthysavings. Make sure to report your current card as lost and then validate your mailing address to ensure the new card will be mailed to the proper address. 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 check out.

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
- 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.

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 discount will never exceed the product's purchase price.