

Questions & Answers

1. What is the Trillium Advantage Benefits Card?

It's a card you'll receive in the mail after being approved for certain Value-Added Service or after earning certain Member Incentive Rewards. You will only receive one card, and all future rewards will be loaded onto it

2. How does the card work?

It functions like a debit card with separate "wallets" for each reward. You can use the funds at approved stores and websites.

3. Should I select debit or credit when using the card?

Always select **credit** at checkout. If prompted for a PIN, bypass it—*there is no PIN* associated with the card.

4. Are there any restrictions on what I can buy?

Yes. The card **cannot** be used to purchase:

- Tobacco
- Lottery tickets
- Firearms or ammunition
- Alcohol

5. Can I manage my card online?

Yes! Visit [My Benefits Center](#) to:

- Download the mobile app
- View your balance
- Find eligible products
- Locate participating retailers

6. Can I add the card to my mobile wallet (e.g., Apple Pay or Google Wallet)?

No, the card **cannot** be added to mobile wallets.

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7. What should I do if my card is lost or stolen?

Call *Trillium's Member and Recipient Services* at 1-877-685-2415 to report it. A replacement card will be mailed to you, and your benefits will be transferred.

Note: If benefits are stolen, they cannot be replaced.

8. How will I receive my Trillium Advantage Benefit card?

Cards will be mailed to the address that was provided in the application upon receiving their first reward.

9. How do I activate my card?

Members can activate their card once they have it at mybenefitscenter.com. They will do this by entering their card number with no spaces or dashes. Activation requires a date of birth. It will be the two-digit month and two-digit day and the four-digit year. Example: DOB = **03251978**.

10. Where can my benefit card be used and what can I buy with it?

Instructions specific to the benefit or award will be sent out to the email address included in the application.

A list of participating retailers and products is available on [My Benefits Center](#) or the OTC Network App for select benefits and awards.

11. How do I view my balance?

You can visit [My Benefits Center](#), or members can download the OTC Network App.

12. Will member awards expire?

Member rewards will expire annually on June 30th.

13. Where can I use my Transportation award?

- **Gas:** Your Trillium Advantage card can be used at Speedway gas stations as well as various other gas stations for FUEL ONLY.
- **Uber/Lyft:** Your Trillium Advantage card can also be used for Uber and Lyft rides.

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Reminder: Members should be using their Non-Emergency Medical Transportation for Medical Appointments. This benefit is not intended to replace this service.

14. Where can I use my Prenatal Visit award?

The Prenatal Visit award can be redeemed for the amount awarded at participating retailers in person and online for baby care products to include many breast pumps and car seats.

15. Where can I use my GED Test Voucher Award?

Your Trillium Advantage card can be used at the [GED](#) website, to purchase the 4 test vouchers to use at an in-person testing facility.

16. Where can I use my Gym Membership Award?

- **Planet Fitness/Gyms:** Your Trillium Advantage card can be used at the [Active and Fit NOW](#) for Planet Fitness or other participating gyms.
- **Healthy at Home:** Your Trillium Advantage card can be used at Walmart and other participating retailers such as CVS and Walgreens to purchase sports equipment, exercise equipment, wrist/knee braces, yoga mat, balls, bat, helmet, etc.

17. Where can I use my Stay Connected Award?

We recommend using your Trillium Advantage card at [StraightTalk](#) to ensure compatibility with SafeLink. However, other various wireless carriers for minutes, monthly plan billing, and accessories can also be used.

18. Where can I use my TCM Engagement Award?

Your Trillium Advantage card can be used at Walmart, Walgreens, CVS and other participating retailers for a wide variety of items in health and wellness, household, groceries, baby care, personal care, vitamins, etc.

19. Where can I use my Child Education Support Award?

Your Trillium Advantage card can be used at the [Southeastern School and Seasonal Supply™](#) website for a school supply bundle of your choice.

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20. Where can I use my Create MLC account, Pregnancy Intendedness, Well Visit, Flu Shot, Well Child, Cervical Cancer, Mammogram, Colorectal, Follow Up After Discharge Award?

Your Trillium Advantage card can be used at Walmart, Walgreens, CVS and other participating retailers for a wide variety of items in health and wellness, household, groceries, baby care, personal care, vitamins, etc.

21. Where can I use my Prenatal and Postpartum Award?

Your Trillium Advantage card can be used at Walmart, Walgreens, CVS and other participating retailers for items like you see in the baby care aisles of Walmart such as a breast pump, car seat, bottles, diaper bag, diapers, etc.

22. Where can I use my Healthy Eating Award?

Your Trillium Advantage card can be used for healthy food items such as frozen fruits and vegetables, meat, seafood, dairy, and healthy snacks such as nuts, seeds and trail mix, nutritional bars and shakes, and water filtration items at participating retailers such as Walmart, Walgreens, and CVS.

23. Where can I use my Quit Now Tobacco Cessation Award?

Your Trillium Advantage card can be used for Nicotine Replacement Therapy items such as nicotine gum, lozenges, and patches at participating retailers such as Walmart, Walgreens, and CVS.

24. Where can I use my Asthma Relief Award?

Your Trillium Advantage card can be used at [Allergy Store](#) to choose items to purchase that would be helpful in your household to reduce allergens and asthma triggers.

25. Where can I use my HbA1c Lab Test Award?

Your Trillium Advantage card can be used for items for diabetes management, eye, ear and foot care, exercise equipment and weight management and nutritional foods at various participating retailers such as Walmart, Walgreens and CVS.

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26. What do I do If my card Is declined?

- First, check to make sure it is activated.
- Second, ensure you have available funds by going to [My Benefits Center](#) to see your wallets and reward amounts.
- Next, review the email instructions provided or [My Benefits Center](#) to ensure you are using an approved retailer or product.

Trillium Advantage Card – Member Help Videos

Explore these short videos to learn how to use your Trillium Advantage Benefits Card and the My Benefits Center platform.

- [How to Access & Navigate My Benefits Center](#)
- [How to Shop Online](#)
- [How to Manage Your Visa Card on My Benefits Center](#)
- [Where Can I Use My OTC Card?](#)
- [What Can I Buy with My OTC Card?](#)
- [How to Shop In-Store with Your OTC Card](#)
- [How to Scan to Pay](#)
- [About the OTC Network – Member Guide](#)
- [Getting Started – How to Use the App](#)
- [Introducing My Benefits Center](#)
- [How to Activate Your OTC Card](#)

Please call Trillium's Member and Recipient Services at 1-877-685-2415 if you need help after watching the help videos.