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# MCA Card Management Updates

Client Administrator Guide



# Ordering a replacement card for member

In your MyChoice Accounts administrator view, go to the Member Dashboard.

Then go to the **Manage Cards** tab.

Under actions, you have two options on any given card:

1. View Current Card
2. View All Cards

### Member Dashboard

Member | Dependents | Contributions | Adjustment | **Manage Cards** | Events | Leave of Absence | Bank Accounts | Transfers | Providers | Documents | Notes

#### Member Card Account

Member Card Account Num: 857320      Card Account Token: xxxxxxxxxxxx0573      Effective Date: 9/29/2023  
Term Date:      Multiple Like: Yes

#### Card Holders

[Issue Card](#)

Actions	First Name ↑↓	Last Name ↑↓	Suffix ↑↓	Role ↑↓	Member Sequence Number ↑↓	Effective Date ↑↓	Term Date ↑↓	Plastic Count ↑↓	Last 4 Card ↑↓	Card Status ↑↓
Select	Test	Account		Additional	5	10/18/2023		1	2654	Issued
Select View Current Card View All Cards	Scott	Exspouse	M	Additional	4	10/5/2023		1		Issued
Select	Scott	Spouse	M	Additional	3	9/29/2023		1		Issued
Select	Scott	Partner	M	Additional	3	9/29/2023		1	0732	EmbossReady
Select	Adam	Scott	M	Primary	1	9/29/2023		1	0716	Issued



# Actions Views

The options under the **Actions** drop-down yield additional pages:

- **View Current Card:** Shows details for the card holder's most recently requested card.
- **View All Cards:** Shows all cards issued for the individual card holder.
  - Member Advocates and CSLs can change the status to **request a card be locked or unlocked**.
  - Client Admins can NOT change card status.

### View Current Card

Member Dashboard

Member Dependents Contributions Manage Cards Events Leave of Absence Bank Accounts Providers Documents Notes Outstanding Balance

Cardholder Current Card Back

Cardholder Name: Test Account Last 4 Card: 2654 Card Token: xxxxxxxxxxxx2654

Card Sequence:

Card Status: Closed Requested Activity Date: 10/25/2023 Date Requested: 10/25/2023

Date Sent For Issue: 10/25/2023 Date Issued: 10/25/2023 Date Mailed:

Date Activated: Date Closed: Expiration Month: 10

Expiration Year: 28

Cancel Save

### View All Cards

Member Dashboard

Member Dependents Contributions Manage Cards Events Leave of Absence Bank Accounts Transfers Providers Outstanding Balance

Cardholder All Cards Back

Cardholder Name: Test Account Last 4 Card: 2654 Card Token: xxxxxxxxxxxx2654

Card Sequence:

Card Sequence	Last4Card	Card Status	Activity Date	Date Requested	Date Sent for Issue	Date Issued	Date Activate	Expiration Date	Date Closed	Maiidate
	2654	Issued	10/25/2023	10/25/2023	10/25/2023	10/25/2023		10/28		
	2654	Issued	10/19/2023	10/19/2023	10/19/2023	10/19/2023		10/28		
0001	2654	Issued	10/18/2023	10/18/2023	10/18/2023	10/18/2023		12/28		
	2654	Reissued	10/18/2023	10/18/2023						





# Issue Card

Select the **issue card** button if:

- The member has an **active account** with an available balance; (or incoming elections) and,
- A member’s card has been damaged but is still in their possession.
- They need an additional card for an eligible dependent (spouse or tax dependent/child 16+ years old)
- The “Who will use this card?” drop-down menu will populate with known, eligible dependents. If there are no known, eligible dependents, there will not be any available options here.
- Note: additional cards are free to members.

Member Dashboard

Member Card Account

Member Card Account Num: 857320      Card Account Token: xxxxxxxxxxxx0573      Effective Date: 9/29/2023

Term Date:      Multiple Like: Yes

Card Holders

Actions	First Name ↑↓	Last Name ↑↓	Suffix ↑↓	Role ↑↓	Member Sequence Number ↑↓	Effective Date ↑↓	Term Date ↑↓	Plastic Count ↑↓	Last Card ↑↓	Card Status ↑↓
Select	Test	Account		Additional	5	10/18/2023		1	2654	Issued
Select	Scott	E			1			1		
Select	Scott	Spouse			1			1		
Select	Scott	Partner			1			1		
Select	Adam	Scott			1			1		

**Issue Card**

Member currently has purple card (old)

Member currently has turquoise card (new)

Reminder that ordering a new card could disable their current, purple card. Members can pay out of pocket and request reimbursements until the new card arrives within 7 - 10 business days.

Ordering a card will permanently deactivate all cards for all cardholders. New cards will be sent to the address for all cardholders. Member can expect to receive card(s) within 7 - 10 days.



Is your member’s card lost or stolen? Proceed to the actions on page 7.



# Fields to Know

- **Member Card Account Num:** Unique identifying number for the member's card account. This number is generally only used by the MCA Card Ops team.
- **Card Account Token:** This is only used by the BSC MCA Card Ops team.
- **Effective Date:** Date that the member's card account was opened. This effective date does not match the effective date of any of the member's specific benefits.
  - If the Effective Date is **10/02/2023**, the member had an existing account prior to the card experience upgrade (purple to turquoise cards), and if they still have purple cards, any action to issue/reissue a card will issue new turquoise cards to all members.
  - If the Effective Date falls **after 10/02/2023**, the member's card account was created after the card experience upgrade, and they should have already received turquoise cards. If the effective date is today or in the recent past, the member may still have yet to receive new active cards.
- **Term Date:** Date that member's account is terminated. If the member has active carded benefits and their card account should not be termed, send a case to MCA Card Ops to research why the account is termed and advise the member to pay out of pocket and submit claims for reimbursement until the issue is resolved.
  - If the Term Date is in the past, the member has no active cards.
  - If the Term Date is in the future, the account is in the process of being terminated, and cards may be inactive.

## Member Dashboard

Member Dependents Contributions Adjustment Manage Cards Events Leave of Absence Bank Accounts Transfers Providers Documents Notes

Outstanding Balance

### Member Card Account

Member Card Account Num: 857320 Card Account Token: xxxxxxxxxxxx0573 Effective Date: 9/29/2023

Term Date: **Multiple Like: No**



# Fields to Know

## What else should I know?

In the previous MCA card experience (with purple cards), each card issued to a member and their dependents shared the same card number. Going forward, when new cards are ordered or reissued, new turquoise cards with unique numbers will be sent to all card holders.

The **Multiple Like** field on the main Manage Cards page indicates the account's current status:

- If **Multiple Like = No**, the member has already been switched to new turquoise cards.
- If **Multiple Like = Yes**, the member still has purple cards, and any action taken to issue cards will send all new turquoise cards to all current card holders. This will deactivate all purple cards on the account, and new cards will be received in 7-10 days.

### Member Dashboard

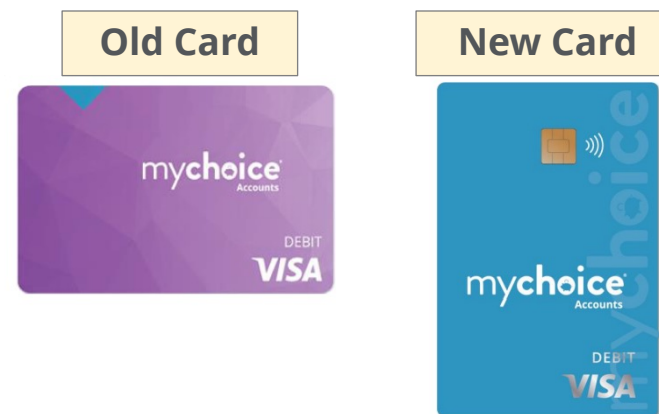
Member Dependents Contributions Adjustment Manage Cards Events Leave of Absence Bank Accounts Transfers Providers Documents Notes

Outstanding Balance

#### Member Card Account

Member Card Account Num: 857320 Card Account Token: xxxxxxxxxxxx0573 Effective Date: 9/29/2023

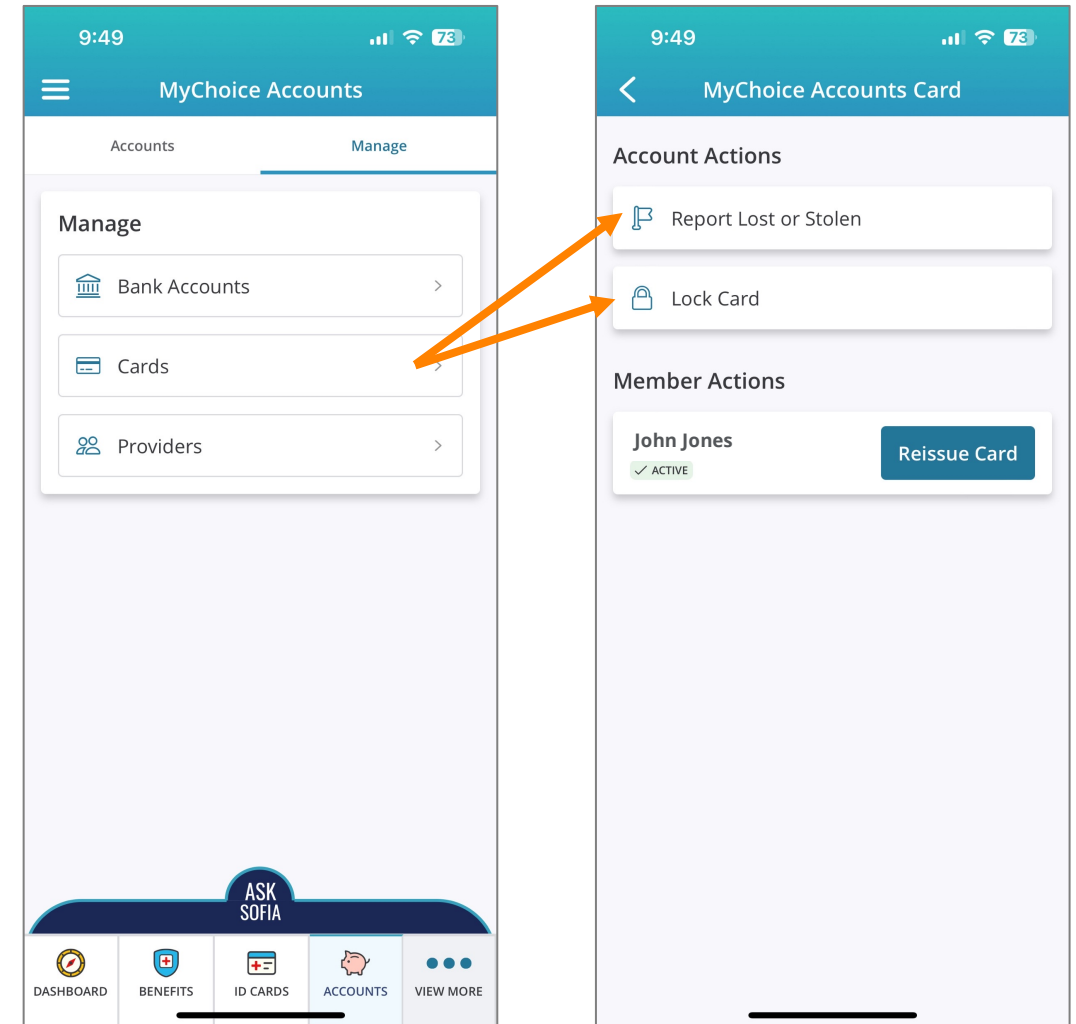
Term Date: **Multiple Like: No**





# Lost/Stolen Cards

1. Members should be advised to **lock their cards** immediately, either online, via the mobile app, or by calling MyChoice Accounts member services. This will prevent any use of the card.
2. Members should be advised to call **800-556-5678** to speak with the theft monitoring department to review their latest transactions and report their debit card lost or stolen.
3. This is a two-step process that should be completed by the member, if possible. Member services and client services teams can also perform the lock step.



*Member views in the MyChoice Mobile App*



# »»» When to create a case

1. A card holder needs to be **termed** (life event, such as divorce or death).
2. Account needs to be **deleted**: member is termed and is no longer eligible for COBRA continuation (FSA), does not have an HSA, and should not have access to balance on the card.
3. The member suspects **fraud** on the account – the account appears to have been used by anyone other than eligible card holders. Member should lock the card and report via the lost/stolen phone number. MCA should be alerted to potential fraud for further investigation.







# Member Process

**Member website for debit cards: mychoiceaccounts.com**  
<https://www.businessolver.com/mychoice-accounts/debit-card/>

To report your card as lost or stolen, follow these steps:

1. Log in to your benefits portal or open the MyChoice Mobile App and navigate to your **MyChoice Accounts (On the web: Look for the piggy bank icon. On the app: Select the Accounts tab located at the bottom of the screen.)**
2. Click on the **Manage** tab and select **Cards**, then choose the card you need to manage by selecting the three-dot menu to the right of your card.
3. Select the action you need to take. In this instance, **Report Lost or Stolen**.
4. You will see a prompt to **lock** your card and the phone number to call to make your report: *Please call **800-556-5678** to speak with our theft monitoring department to review your latest transactions and report your debit card lost or stolen.*

You can also follow steps 1. and 2. to reissue a card or unlock your current card.

The **issue card** button should only be used to issue a NET NEW card to an eligible dependent. All existing cards should be managed from the card listing.

