

LLS COVID-19 Patient Financial Aid Program (PEX) Card

Frequently Asked Questions

1. When will I receive my card?

If approved for assistance, a LLS COVID-19 Patient Financial Aid Program (PEX card) will be mailed within 7 to 10 business days of approval. Upon receipt, please follow the instructions to activate the card.

2. How do I activate my card?

*To activate your card, please call 1-877-557-2672, **press 0 for our dedicated card activation line**, Monday through Friday, 8:30AM to 5:00PM EST.*

3. When using my card, do I select debit or credit to complete the transaction?

*Choose **credit** to complete your transaction.*

4. The machine is asking me to enter a pin number. What should I do?

Simply hit “cancel” on the machine and run the transaction again as a credit.

5. Can I withdraw cash with my card?

*No. The card does **not** offer cash access.*

6. Where can I use my card?

Your card is accepted everywhere Visa cards are accepted. For assistance, please call 1-877-557-2672 option 5, Monday through Friday, 8:30AM to 5:00PM EST.

7. How do I check my card balance?

Your card balance can be viewed on the patient portal, by calling to speak with an LLS representative at 1-877-557-2672 option 5 or 1-866-685-1898 to speak with a PEX representative during normal business hours.

8. Do I need to keep all receipts?

***All receipts** must be saved in the event of an audit.*

9. What happens if the card does not go through?

If you are experiencing difficulties, please call 1-877-557-2672 option 5 to speak with an LLS representative during normal business hours.

10. What do I do if I lose my card?

Report a lost or stolen card immediately by calling 1-866-685-0898.