

When will I receive my Debit/Benefit Card?

Your benefits card is good for 3 years. When your card is set to expire, a new card will be issued automatically. Your existing card will work through the end of the month in which it is set to expire, or until you activate your new cards.

***You DO NOT need to order new cards if yours are expiring. As long as you are active in the plan, the card will renew automatically.

How long does it take for cards to be mailed?

In general, card mailing dates are subject to the time of year (non-peak period vs. peak period).

- **Non-peak** card mailing periods are between February and November 30th
- **Peak** time card mailing periods are between December 1st and January 30th

NON-PEAK TIME PERIOD

On average, new cards and replacement cards (including renewals) are mailed within 3-5 business days. Once mailed, allow 7-10 days for delivery. Please give 15 business days to be received.

PEAK TIME PERIOD

On average, new cards and replacement cards (including renewals) are mailed within 7-12 business days. Once mailed, allow 7-10 days for delivery. Please give 20 business days to be received.

- While waiting for new cards to be delivered, you can submit [a claim online](#) or using the [mobile app](#).

If you have not received newly issued benefits cards in the above time frame, please [Contact Us](#).