

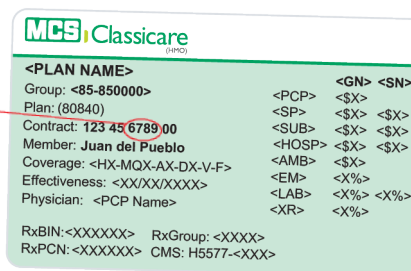
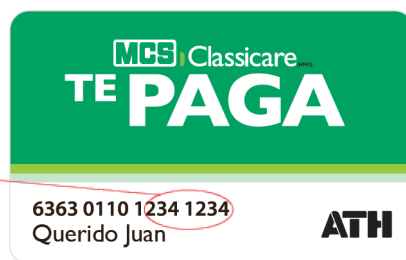
# ACTIVATE YOUR CARD IT'S SO EASY



First, you'll receive the MCS Classicare Te Paga card, and then a sealed envelope with your PIN number. With this number, you'll be ready to use the card, and it won't be necessary to call to have it activated.

If you haven't received the sealed envelope with your PIN number, just follow these steps: You must have your MCS Classicare Te Paga card and your MCS Classicare plan card on hand.

- 1 Call **787.281.8514**.
- 2 Enter the last **7 digits** of your MCS Classicare Te Paga Card.
- 3 Press the asterisk (\*) for your PIN number.
- 4 Enter the last **4 digits** of the member (contract) number on your MCS Classicare plan card (do not include the final two zeros).
- 5 Enter the six digits of your date of birth: **two digits for the month, two digits for the day, and two digits for the year**. Example: **24 11 40**  
Day Month Year
- 6 Press **3** to get your code. **Write it down and keep it in a safe place.**



Once your card is activated, if you receive the envelope with your PIN number, you don't have to do anything, just keep it for your reference.

**Enjoy your card!**

# USING YOUR CARD IS VERY EASY

## 1 To verify the balance of my MCS Classicare Te Paga card:

- ✓ Call 787.281.8514.
- ✓ Visit any of Banco Popular de Puerto Rico's automatic cashiers.

## 2 If you forget your PIN number call 787.281.8514.

## 3 If you lose or damage your MCS Classicare Te Paga card:

- ✓ Call our Client Services Call Center at the numbers identified below.
- ✓ Visit our MCS Service Centers.

You will receive a new card by mail in approximately 10 days from the date you reported you card lost. Remember to call to obtain your new PIN.

## YOU CAN PAY YOUR BILLS: ELECTRICITY, WATER, TELEPHONE AND/OR INTERNET

### How can I pay my bills?

- ✓ Participating supermarkets that have *Paga Aquí* service stations
- ✓ MCS Service Centers

### Remember to have at hand the following documents:

- 1 The bill you are going to pay
- 2 MCS Classicare Te Paga card
- 3 A valid ID with photo

If the bill is not with your name, you must present valid evidence that you live in the house of the person whose name is in the bill.

The transaction may take one weekday to process. Partial payments and/or delays will be processed according to the rules of the business

 **1.866.627.8183** (Toll free)  **1.866.627.8182** TTY (Hearing Impaired)



Monday through Sunday from 8:00 a.m. to 8:00 p.m. from October 1 to March 31 and from 8:00 a.m. to 8:00 p.m. Monday through Friday and Saturday from 8:00 a.m. to 4:30 p.m. from April 1 to September 30.

Complete Health **MCS** Classicare (HMO)

MCS Classicare is an HMO plan subscribed by MCS Advantage, Inc. For No Platino members, Te paga card: The benefits mentioned are a part of special supplemental program for members with chronic diseases. Members must meet all benefit's eligibility criteria. The Te Paga card cannot be used for cash withdrawal and to buy alcohol beverages nor tobacco, or its derivatives. Amounts may vary per coverage. For MCS Classicare Platino (HMO D-SNP) products: If you have questions, need materials on a standing basis in alternate formats and/or languages or need oral interpretation services, you can call us at 1.866.627.8183 (toll free) or 1.866.627.8182 (TTY, for the hearing impaired). For D-SNP members, Based on a Model of Care review, MCS Classicare has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2024. For C-SNP members, Based on a Model of Care review, MCS Classicare has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2024.

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