



# Frequently Asked Questions

## About the Wisely/ADP Goods & Services Card

**A Wisely/ADP debit card will be issued to pay for goods and services by your Ohio MyCare or Ohio HomeCare Waiver Care Manager.**

### How will I receive my card?

Your card will arrive through the U.S. mail in a plain white envelope. Please be aware that it is not an advertisement and safeguard your card. In addition to the card, 2 complimentary checks are also sent to you. You may use these checks to purchase items or services that have been authorized by your Case Manager when a debit card cannot be used. Your card must be activated before you may use the checks.

### How long will it take to receive my card?

Your debit card will be mailed to you after PPL receives the authorization from your Care Management Agency or MyCare Ohio Plan. It may take up to 20 days for your card to arrive. How quickly you receive your card, and whether the funds are available for use depends on several factors like:

- When the authorization was received by PPL
- Time in transit in the U.S. Mail from ADP to your home.
- When you activate your card
- The next scheduled payroll date

### What do I do when I receive the card?

Activate it immediately following the instructions included with the card.

### When can I use the card?

**You must activate the card before you can use it.** The goods and services funds the Care Manager authorized will be available on your card the next payroll date after you've activated your ADP debit card. For example, if PPL receives the authorization by Sunday evening, the funds will be available on Tuesday of the following week.

### What can I buy with the card?

The card is intended to purchase the items or services approved by your MyCare Ohio or Ohio Home Care Waiver Care Manager.

### How long do I have to use the funds on my card?

There's no set time limit for using the funds on your card, however if you leave the funds unused for a long period of time (90 days) you will be charged fees. It is a good idea to use the funds as soon as you can to avoid any extra charges for the purchases your care manager authorized.

### **What should I do after I spend money on the card?**

Within 10 days after you spend the money, give the receipt to your Care Manager. If a receipt is not provided within 30 days, the IRS will consider the authorized funds as taxable income. You will then receive an IRS 1099 form from PPL to file with your income taxes.

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### **Who do I give the receipt to?**

Your Care Manager is responsible for submitting the receipt to PPL. Please provide your Care Manager with the receipt as soon as possible to avoid IRS complications.

### **What fees are associated with using the card?**

When used as intended, there are no fees associated with this card:

- Purchases authorized by your Care Manager
- More authorized money added to the card by your Care Manager
- While balance is \$0 or used within 90 days of money being authorized

### **What happens if my card is lost or stolen?**

Please contact ADP at 1-866-313-6901. ADP will replace a lost or stolen card once in a calendar year free of charge.

### **What if there is not enough money on the card to purchase the goods or services that are authorized?**

Contact your MyCare Ohio or Ohio Home Care Waiver Care Manager

### **What if there is money left on the card after I purchase the authorized goods and services?**

Contact your MyCare Ohio or Ohio Home Care Waiver Care Manager.

### **What if I need a return or refund?**

If you are eligible for a return/ refund for goods and services purchased with your prepaid card, a refund will be issued as a credit back to your card---cash refunds are not available. As you are free to choose your vendor, it is your responsibility to confirm with your vendor in advance of the purchase to understand their return or exchange policies to confirm they meet your needs.

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