

Susan Lang Pay-It-Forward (PEX) Card

Frequently Asked Questions

1. When will I receive my card?

If approved for assistance, a Susan Lang Pay-It-Forward Patient Financial Assistance card (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, 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 at stores or at a gas pump.*

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 the card be used to purchase gas inside of the gas station?

*In the rare case you are unable to make a purchase at the pump, you may use the card inside for **gas purchases only**. Be sure to **save your receipt**.*

6. Is there a limit to the amount of gas I can purchase per day?

Yes. Fuel purchases are limited to \$125.00 per day.

7. I am down to less than \$50 and I am having trouble using my card at gas pumps, what do I do?

*When the balance on your card is below \$49 and the total gas amount to be purchased is higher, then the card may be declined. **However**, you can pay out of pocket and submit the gas receipt to LLS for a refund.*

8. Can I withdraw cash with my card?

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

9. Where can I use my card?

Your card is accepted everywhere Visa cards are accepted, however, your card can only be used for covered expenses. For assistance, please call 1-877-557-2672, Monday through Friday, 8:30AM to 5:00PM EST.

10. 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 or 1-866-685-1898 to speak with a PEX representative during normal business hours.

11. Do I need to keep all receipts?

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

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

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

13. What if I tried to make an allowable purchase using my card and it was denied so I had to pay out of pocket?

In the rare case your card was denied for an allowable expense and you paid out of pocket, please send the receipt to the program via fax or mail.

14. What kind of restrictions are on the card?

The following expenses will be declined: food and beverages, alcohol, tobacco, clothing, medical/pharmacy expenses, and international travel.

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

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

16. How long do I have to use these funds?

All patients receive a six-month award cycle to utilize their funds.

17. What happens if I do not use all of the funds?

Funds that are not used during your six-month award cycle will be forfeited.

Susan Lang Pay-It-Forward

PEX Online FAQs

1. Why should I create a PEX cardholder online account?

A PEX cardholder online account will allow you to: check your balance, upload receipts, add notes to transactions.

2. How do I create a PEX cardholder online account?

To create a PEX cardholder online account, please visit the online portal at www.pexcard.com/register.

3. How do I check my balance?

You can log in on the desktop site or mobile app to check your card balance at any time. You can also set up low balance alerts!

4. How do I upload receipts?

Log into your cardholder account and upload your receipts. This can be done on the desktop site or mobile app.

5. How do I add notes and tags to my transactions?