Emergency Gift Card for Young Adults Receiving Medi-Cal
Frequently Asked Questions

1. Who is getting this card?
The City and County of San Francisco is providing COVID-19 disaster relief to vulnerable San Francisco residents for groceries and food. This emergency gift card program is part of the Give2SF donation fund, and is possible because of private donations to the City.

As part of this program, HSA is sending Visa gift cards for at least $200 to about 4,000 young adult Medi-Cal clients who are 18-24, live in a single person households, and do not receive other food support like CalFresh.

2. Why didn't a family member, a friend, or I receive a gift card?
Unfortunately, funds are very limited. San Francisco will continue to look for opportunities to help those most in need. We will let you know about additional support that becomes available.

3. How do I update my mailing address so I get my card?
- Check your Medi-Cal address on file by logging in to your account at www.mybenefitscalwin.org.
- If the address on file is not current, call HSA at (628) 652-2692 as soon as possible.

4. Can I pick up the card in person?
U.S. Bank is mailing the cards directly to client addresses.

5. How long will it take to get my card?
- HSA is planning to mail the cards in early July.
- It typically takes 10 to 14 days to receive your card in the mail, via the U.S. Postal Service.
- For security reasons, the card is mailed in a plain white window envelope – so open all your mail and keep an eye out for this envelope!

6. What is this card and how does it work?
The cash assistance will be deposited onto a U.S. Bank ReliaCard, so that you can get money quickly and use it for purchases and cash withdrawals.
The ReliaCard is a prepaid debit card. It works a lot like a bank debit card, but is not connected to a bank account. The money provided by the City of San Francisco is already loaded on the card and each time you make a purchase or withdrawal, that money is automatically deducted from your balance.

7. I didn’t update my mailing address in time. Will I still get a gift card?
   • You still need to update your current address with HSA by calling (628) 652-2692. We can alert U.S. Bank to cancel the card and resend to your updated address.
   • The bank will let also us know if they get returned mail. We’ll call you if that happens.

How to use your card

8. What do I do after receiving my card?
   • Activate the card before using it by calling the number on the card or going to www.usbankreliacard.com.
   • You will need to choose a Personal Identification Number (PIN) and sign your name in ink on the back of the card. You cannot use the card until it has been activated.

9. How much is on my card? How do I check the balance?
   • About $200 is the starting balance.
   • Yes, your money will already be loaded to your card.
   • Check the balance of the card by calling (855) 282-6161 or by going to www.usbankreliacard.com and registering for an account. You can also download a mobile app and sign up for text alerts.

10. Are there fees?
    Use the card at least once within 90 days of receiving it. This lets HSA knows that you received the card and lets you avoid an inactivity fee from U.S. Bank.

11. How do I use my card to make purchases?
    • You can use your card to make purchases where Visa® and Mastercard® debit cards are accepted. You can use it online, over the phone, and in-person at grocery stores, restaurants etc. You can’t use the card at liquor stores or gambling institutions.
    • You can also withdraw cash from ATMs, but be sure to use a U.S. Bank ATM so you don’t get charged a fee.
    • You can’t use the funds to buy tobacco or alcohol.
12. My card was denied when I tried to make a purchase – why?
   • Call U.S. Bank Cardholder Services at (855) 282-6161 for help. Some typical suggestions:
   • You need to activate the card before using it.
   • If you do not have enough money on your card to cover a transaction, the transaction will be denied, but there will not be a fee. (For example, if you have $200 on your card and try to buy $250 worth of groceries, the transaction will be denied. In this situation, you would tell the store clerk, or specify on the web order, to put $200 on the ReliaCard, and you would cover the rest of the balance separately.)
   • You can’t use the funds to buy tobacco or alcohol. You also can’t use the funds at a liquor store.

13. What do I do if my card is lost or stolen?
   If your ReliaCard is ever lost or stolen, you should immediately call U.S. Bank Cardholder Services at (855) 282-6161 to report your card as lost/stolen. A replacement card will be sent to you within 5-7 business days and any remaining balance from the old card will be transferred to the new card. You may not be responsible for any fraudulent activity that occurs on your card as long as you report the card missing quickly, and have not shared your card or PIN number with anyone. You will need to pay a $5 card replacement fee.

14. What should I do if I forget my PIN?
   Call the number on the back of your ReliaCard and reset your PIN using the automated system. Your card may be locked after too many attempts using the wrong PIN.

15. How can I get help with the card?
   For questions about the card, you may log into your account at www.usbankreliacard.com or contact Cardholder Services 24 hours a day, toll-free at (855) 282-6161.