

Wisely Pay Card



As of January 7, 2022, NYC Health + Hospitals Corporation discontinued Chase Quick Pay as an alternative to direct deposit and implemented the Wisely Pay Card.

The Wisely Pay card is a reloadable Visa pay card that is the only alternative to direct deposit.

Employees are encouraged to enroll in direct deposit and receive their paycheck to the bank of their choice. Otherwise, employees who are not enrolled in direct deposit will be automatically enrolled into the Wisely Pay Card to receive their pay.

To avoid automatic enrollment into the Wisely Pay Card, enroll in direct deposit immediately. There are 2 ways to enroll:

- Online via [Employee Self Service](#), or
- Complete [paper form](#) and submit it to Payrollinquiries@nychhc.org

Payroll is completed 10 days prior to payday. Therefore, enroll in direct deposit prior to the 10-day window and avoid auto enrollment into the Wisely Pay Card. Employees who are not enrolled in direct deposit before the 10 days will be automatically enrolled in the Wisely Pay Card. However, employees can always enroll in direct deposit at any time.

Once enrolled in the Wisely Pay Card, a card kit will be mailed via *USPS* to your address on file. Therefore, it is critically important to ensure the address and phone number we have for you in [Employee Self Service](#) (ESS) is both current and accurate.

Getting Started with the Wisely Pay Card Kit

If you are enrolled to receive your pay on the Wisely Pay Card, your kit was mailed to the home address on file. You will be required to activate your Wisely Pay Card and accept the terms and conditions of Wisely in order to use the card. Please read all information in your kit thoroughly and address all questions to Wisely Customer Service at **866-313-6901**.

Wisely Pay Card Kits

Kit contains a Wisely Pay Card and 2 starter checks.

Wisely Pay Card

- Initially receive pay on instant issue Visa card
- Request a personalized chip card at any time
- Card requires activation prior to use

Wisely Check- (cash for up to \$2,500 per check)

- Cardholder calls Wisely for authentication number
- Cardholder fills out check in its entirety
- Cardholder takes check to bank to cash
- Cardholder can order checks as needed – no fee

Wisely Card Activation

Activate online at [ActivateWisely.com](https://www.ActivateWisely.com) or the myWisely® app.

Cardholder should know:

- Card Number
- Card Expiration Date
- Social Security Number
- Date of Birth (MM/DD/YYYY)
- CVV Number (on back of card)

Support

Report a lost, stolen or damaged card immediately by calling Wisely Customer Service at 866-313-6901.

Card will be canceled; a replacement will be sent to cardholder and funds will be available upon new card activation.

One (1) free lost/stolen card replacement each calendar year (standard mail); \$6 for each additional replacement card.

Cardholder may use the check provided in their kit to receive 100% of their funds (up to \$2,500 per check) while waiting for their replacement card.

Overnight delivery fee \$35.00

Cardholder will also choose a PIN during activation (Personal Identification Number)



Need assistance?

Wisely Assistant 24/7 on myWisely App or myWisely.com

Cardholder Services: 866-313-6901

Bilingual Support 24/7

Please note that NYCHH Payroll Shared Services (PRSS) team will not be able to assist you with the Wisely card or checks.

More About NYC H+H Direct Deposit

How does direct deposit work?

- Direct deposit is a payment option where your pay is electronically transferred to your bank account on payday.
- When signing-up for direct deposit, you provide NYC H+H with the deposit account information (type, routing #, account #) of your choice. You will authorize NYC H+H to electronically transfer your pay to that account per your regular pay cycle frequency.
- If you do not have a bank account, there are several banks that offer free checking accounts. Please visit <https://www1.nyc.gov/site/opa/my-pay/free-checking-accounts.page> for a list of participating banks and stop by your local branch to apply or apply online.

When will my pay be in my account if I use direct deposit?

- Depending on the rules of your financial institution, your pay will be transferred to your account no later than the Friday morning of your pay week.

More About the Wisely Pay Card

How do I sign up?

- Unless you sign up for direct deposit, you will be automatically enrolled in the Wisely Pay Card program by NYC Health + Hospitals.
- Your kit will be mailed to your address on file.
- Please be sure the address and phone number we have for you in [Employee Self Service \(ESS\)](#) is both current and accurate.

How and when will I receive my pay if I am enrolled in Wisely?

- Your pay will be loaded onto the Wisely Pay Card and will be available on the morning you get paid.
- You can use your Wisely Pay Card to withdraw funds from ATM's and banks as you would with any ATM card.
- You can use your Wisely Pay Card as a credit card since it has the Visa logo and is accepted where ever Visa cards are accepted.
- You can also fill in and cash the blank checks that comes with the Wisely kit

More information

- If you need help enrolling in Direct Deposit or to update your information, contact the HRSS Call Center at (646) 458-5634
- If you have questions about the Wisely Pay Card, prior to enrollment, contact the PRSS Call Center at Payrollinquiries@nychhc.org or (646) 694-7777
- If you have received the Wisely kit and have questions on getting started, please contact Wisely Customer Service at 866-313-6901