

## **FREQUENTLY ASKED QUESTIONS ABOUT MEMBERS FOR LIFE (MFL)**

We are pleased to announce the new *Members for Life* (MFL) program! It is an ever-growing, flexible program designed to show our donors appreciation for the generous gift of life they give. The plan will continually have new elements added based on various factors, including input from our donors like you. Please continue to check back to see what's new.

Here is some detailed information to help you navigate the new plan.

### **What is the new membership plan?**

MFL is the new membership program for Blood Bank of Delmarva. You are automatically enrolled in the MFL program when you donate blood or platelets. Each time you give, you not only save lives, but you earn rewards and benefits.

### **What are the new benefits?**

The MFL benefits include:

**Prescription Savings Program**—included on your new *Members for Life* card. The program can help lower your out-of-pocket prescription drug costs at a network of retail pharmacies nationwide.

Visit [www.DelmarvaBlood.org/MFL](http://www.DelmarvaBlood.org/MFL) to search for pharmacy savings on your prescriptions. Then present your *Members for Life* card at the pharmacy of your choice. The card is accepted at over 60,000 U. S. pharmacies including most retail chains and independent pharmacies. You also can use it in conjunction with mail order prescriptions and for most FDA-approved medications – brand and generic. The prescription discount program benefits the uninsured, underinsured and insured. When the card is presented, you are guaranteed the lowest price – co-pay, retail price or discounted price – whichever is lowest.

Some restrictions may apply. The card is non-transferrable and only for use by the donor listed on the card. It is not redeemable for cash. This is not insurance – VOID where prohibited by law.

**Personalized Members for Life card featuring your blood type.** If you have given blood within the last two years, you should have already received this new card in the mail. If not, your card will be sent to you after your next donation.

**Wellness Check**—all donors will have the following tests performed before every donation

- **Hemoglobin**—Hemoglobin is a substance in red blood cells that carries oxygen from the lungs throughout the body tissues where it picks up carbon dioxide (a cellular waste product) and transports it to the lungs for elimination. A deficiency of hemoglobin caused by a lack of iron can lead to anemia and an inadequate delivery of oxygen to the tissues.
- **Blood Pressure**—High blood pressure, or hypertension, is the most common heart disease risk factor. Early detection and taking steps to control your blood pressure can reduce your risk of heart disease.

- **Temperature**—An increased body temperature, or fever, from the "normal" 98.6°F is often a good clinical indication of possible infection. In the early stages of an infection, you may have an elevated body temperature in the absence of any other symptoms.
- **Pulse**—One way to help prevent stroke is by taking your pulse to determine if your heartbeat is regular or very irregular.

**Health History** – the results of the Wellness Check above will be available online in MFL Donor Portal in 2015

**Glucose screening**-results now shown in Health History at [www.DelmarvaBlood.org/MFL](http://www.DelmarvaBlood.org/MFL).

### **Who has received/is receiving the new Members for Life card?**

The initial issuing of MFL cards was sent to anyone who has donated within the last two years. Everyone else will receive a card after the next time they donate blood or blood products with BBD.

### **How many points do I earn for my donation?**

Different donation types have different points assigned to them. They are as follows:

Whole Blood: 100 points

Fresh Whole Blood: 100 points

Double Red Blood Cells: 200 points

Red Cell Plasma: 200 points

Platelets: Single: 200 points or Double & Triple: 400 points

You will also have the opportunity to earn bonus points during specific times of need or other promotions.

If you are deferred, you will not receive any points. However, if you attempt to donate but the process is interrupted for some reason, you will still receive 100 points.

### **How do I redeem my points?**

You can redeem your points by accessing the MFL Donor Portal from the home page Members for Life banner or button at the bottom of the page or going directly to [www.DelmarvaBlood.org/MFL](http://www.DelmarvaBlood.org/MFL).

If you have scheduled online before, you already have an account. If not, you can create an account online. You will need your Donor ID number which is located on your MFL card. Once in the portal, you will see Reward Store as an option. Click on this tab and you will see the amount of points you have earned and you will be able to choose items from the Rewards Store that are equivalent to or less than the number of points you have. If you have accumulated enough points, you can choose more than one item.

**What types of rewards can I get with my points?**

The Rewards Store will have a variety of items at various point levels. The items will periodically change throughout the year to continue to motivate donors to work toward earning points for a particular item.

**How long will it take for my item to get to me?**

You should allow six to eight weeks for your item to arrive. If you have not received your item in that time frame, you can call 1 888 8-BLOOD-8 for more information.

**Do points expire?**

Yes, points will expire. If you continue to give blood and accumulate points, you will always have them to use in the Rewards Store. However, points will expire after 24 months of inactivity as a donor.

**Are points transferrable?**

No. Under the MFL program, points will be non-transferable and are only usable by the blood donor who earned them.

**If I don't want anything in the Rewards Store, can I donate my points back?**

Yes, if you choose to, you can donate your points back to BBD. This will result in a cost savings to the organization. BBD will use those saved funds to continue to fulfill our mission of supplying a safe and sufficient blood supply to the community.

**What if I don't have access to a computer?**

Each of our donation sites will have a kiosk and step-by-step instructions available for donors to use to access their benefits and rewards.

**How often will I be required to give blood?**

To become a Member for Life, all we ask is that you continue to donate blood at least once a year or more and allow us to contact you when needed. Although you are only asked to give once a year, benefits increase when you give more often.

**What about membership dues?**

The annual membership dues have been eliminated. As always, Blood Bank of Delmarva would welcome any charitable, financial contributions to assist us with covering daily operational costs, and costs associated with recruiting new blood donors. Keep in mind, Blood Bank of Delmarva is a nonprofit organization, so all financial contributions are tax-deductible. To contribute financially, visit [www.DelmarvaBlood.org/contribute](http://www.DelmarvaBlood.org/contribute).