Frequently Asked Questions

1. What if I have a problem with my Produce Rx dollars at checkout?
   a. If you are having problems purchasing produce that you think qualifies for the program or getting your bonus card to work, get a copy of your receipt and contact DC Greens at producerx@dcgreens.org or call (202) 601-9200, press 2.

2. Do I need to have my bonus card on me to load the dollars or can I enter my phone number?
   a. Yes, the Giant pharmacy requires that you have your bonus card physically with you in order to scan and load the offer. You do not need the bonus card on you to use Produce Rx dollars at checkout, but make sure you enter the correct phone number associated with the card that has the Produce Rx dollars.

3. Can I load next month’s benefits on my bonus card before 30 days are over?
   a. No, you can only load the benefits on your bonus card once a month. Try to come to the Giant pharmacy on the same day each month in order to have the most amount of time to use PRx dollars. If you are unable to come on the same day, come as soon as you can after 30 days have passed.

4. If I can’t come to the Giant pharmacy, can someone else load the Produce Rx dollars on my card for me?
   a. If you are unable to come to the store, a friend or family member can load Produce Rx dollars onto your card for you. However, they will need to bring the bonus card associated with Produce Rx. They do not need the physical card with them in order to use Produce Rx dollars to buy produce, but they will need to know the correct phone number associated with your card.

5. If I share a bonus card with a friend or family member, will they have access to my Produce Rx dollars?
   a. Yes, if you use a shared phone number to access your bonus card, other people who know that phone number will be able to use your Produce Rx dollars at checkout. If you do not wish to share this benefit with others, get a new bonus card with a different phone number linked to it.