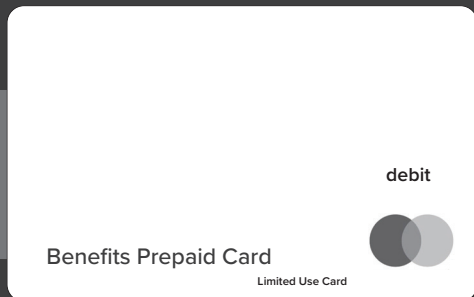




2024 Supplemental Benefits Guide

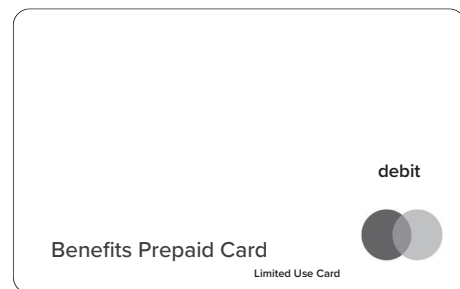


Achieve Your Health Goals
with Personalized Benefits

Take Advantage of the Benefits You Have

Getting what you need is easy and convenient with your Benefits Mastercard® Prepaid Card. Your card is pre-loaded with the spending allowance(s) for the supplemental benefit(s) that come with your plan and will be ready to use once your plan starts. Please refer to the benefit specific pages in this guide for details.

Once you've activated your card, here are few tips to get started:



If you haven't already created an account, go to **MyBenefits.NationsBenefits.com** to create an account by using the member ID number on the back of your health plan member ID card.



Scan the QR code with the camera on your mobile device to download the **Benefits Pro app** or search "Benefits Pro" in the App Store or Google Play.



Log in to your account online or through the Benefits Pro app. Depending on your benefit, you will have convenient access to:

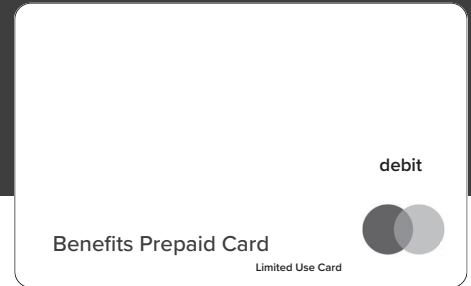
- Check your spending allowance balance
- Place and track online orders
- Find a participating store near you
- Search for eligible products
- Use the product scanner in the Benefits Pro app to check product eligibility



If you paid for an eligible product or service out-of-pocket because you were unable to use your card, you may submit a claim for reimbursement either online or by phone.

- Complete the reimbursement request form at **MyBenefits.NationsBenefits.com** by selecting "My Account", then "FLEX", and then "Reimbursement Requests".
- Call us using the phone number on the back of your Benefits Prepaid Card and we will help you complete a reimbursement claim.
- Claims must be made with a receipt within 90 days of the payment date.

Over-the-Counter (OTC)



Once your plan has started, you can use your Benefits Prepaid Card to help pay for eligible OTC items. Eligible items include **brand-name and generic vitamins, first aid supplies, pain relievers, and more.**

How to Use Your Benefit:

You have **four** convenient ways to shop. Choose the option that's best for you:



In-store

You can use your Benefits Prepaid Card to buy eligible OTC products at thousands of participating stores.

- Go to **MyBenefits.NationsBenefits.com** to find a participating store near you.
- Shop at participating stores by selecting “credit” when prompted at checkout as debit transactions may be declined. You will not need a PIN to use your card. Your available spending allowance will apply to the eligible items and deduct from your total purchase. Sales tax may apply.
- If your total is more than your available balance, please use another form of payment for the remaining amount.



Online Only Through NationsBenefits

- Log in to your secure account on the Benefits Pro Portal at **MyBenefits.NationsBenefits.com** to place your order.
- Select the items you would like to purchase and follow the instructions for checkout and payment.



Through the Benefits Pro app

- Scan this QR code to download the Benefits Pro app on your mobile device or search “Benefits Pro” in the App Store or Google Play to get started.
- Select the items you would like to purchase and follow the instructions for checkout and payment.



Phone

Call the NationsBenefits Member Experience Advisor team using the phone number on the back of your Benefits Prepaid Card Monday to Friday, 8 a.m. to 8 p.m. local time to place your order.

Get started today!



Visit us online at
MyBenefits.
NationsBenefits.com



Download the
Benefits Pro app to
your mobile device



Call us using the phone
number on the back of your
Benefits Prepaid Card



If you have any questions or need help placing your order, we're here for you. Member Experience Advisors are available Monday to Friday, 8 a.m. to 8 p.m. local time. Language support services are available by calling the number on the back of your Benefits Prepaid Card.

Some of the benefits mentioned are part of a special supplement program for the chronically ill. Not all members may qualify for these benefits.

Members may receive a monthly allowance in the form of a Benefits Prepaid Card to pay for a wide range of approved items like groceries, home and pet care supplies and utilities. Unused amounts do not roll over to the next month or year. Benefits vary by plan.

Anthem Blue Cross and Blue Shield is the trade name of: In Connecticut: Anthem Health Plans, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc., and Anthem HealthChoice HMO, Inc. In these same counties Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC and Anthem Insurance Companies, Inc., dba Anthem Blue Cross and Blue Shield Retiree Solutions. In Ohio: Community Insurance Company. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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