

# Nations Aetna Medicare Extra Benefits Card - FAQ's

FOR AGENT USE ONLY



The 2023 Extra Benefits Card, is pre-loaded with a **quarterly allowance**. Members can use it to pay for healthy foods, utilities, and/or transportation. Members may also have another quarterly allowance on the same card that can be used to buy OTC products.

## Here's how it works:

- Members **quarterly allowance** is a flexible allowance that they can use to pay for healthy foods, transportation, and/or utilities.
- Members who have a separate OTC quarterly allowance can only use it to pay for OTC products. If members make an OTC purchase, this separate allowance will be used before their flexible allowance.
- As members use their card, their balances will be tracked separately for them. Members can check their balances at **Aetna.NationsBenefits.com** or by calling **1-877-204-1817 (TTY: 711)**.

**Please note:** Unused balances expire at the end of each quarter. Members must activate their card before using it.

## Healthy foods

Members can use their Extra Benefits Card to buy eligible food items including:

- Fresh fruits & vegetables
- Canned fruits & vegetables
- Frozen produce & meals
- Fresh salad kits
- Dairy products
- Meat & seafood
- Beans & legumes – peas, lentils, black-eyed peas, etc.
- Pantry staples – flour, spices, seasonings, etc.
- Healthy grains – cereals, pastas, etc.
- Nutritional shakes & bars
- Soups
- Water/vitamin water

**Please note:** Members *cannot* use their card to pay for non-food and pet items, alcohol, baby formula, candy, chips, coffee shop items, desserts, fresh baked goods, soda, and tobacco.

## How can members shop for healthy food items?



Online through the MyBenefits portal



Over the phone with NationsBenefits®



In-store at a participating retail location

## OTC products

Members can use their OTC benefit allowance to purchase OTC products online and at retailers from the following categories:

- Cold, flu & allergy
- Dental & denture care
- Diabetes care
- Digestive health
- Eye & ear care
- First aid & medical supplies
- Foot care
- Hemorrhoidal preparations
- Home diagnostic & patient aids
- Incontinence supplies
- Pain relief
- Personal care
- Skin care
- Sleep aids
- Supports & braces
- Vitamins & dietary supplements<sup>1</sup>

Members will be able to visit [Aetna.NationsBenefits.com](https://www.aetna.com/nationsbenefits) on January 1, 2023, to see a complete list of covered OTC products available to order online.

**Please note:** Prescription drugs are not covered by this card.

## How can members shop for OTC products?



**Online through the MyBenefits portal**



**Over the phone with NationsBenefits**



**Mail completed OTC form located in their catalog**



**In-store at a participating retail location**

## Transportation

Members can use their card to pay for approved transportation expenses including:

- Public transportation
- Ride-share services such as Uber and Lyft
- Gas at the pump

## How do members pay for transportation?



Simply swipe their card and the charges will go against the appropriate allowance based on their benefit allotment. There's no need for receipts or waiting around for reimbursements.



Members can view eligible transportation types by visiting the **MyBenefits** portal at **Aetna.NationsBenefits.com** on January 1, 2023, or by calling **1-877-204-1817 (TTY: 711)**.



Some exclusions may apply when paying for gas at the pump. Call **1-877-204-1817 (TTY: 711)** to find out where members can use their transportation benefit allowance to pay for gas.

Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

## Utilities

**Members can use their card to pay for utility expenses including:**

- Internet
- Electric
- Water
- Gas
- Sewer
- Landline or cell phone services

## How do members pay for utilities?

**Before making a payment with their card, members should contact their utility company. Utility companies may process card payments differently. Here's how they can get started:**

- Members will need to contact their utility company.
- When speaking with a representative, members should let them know they are using an Extra Benefits Card.
- Some companies may require members to split their payment.
- They may ask members to pay a transaction fee with another form of payment or they may be able to use the payment card.

**Please note:** Members may incur an additional fee from their utility company for using their Extra Benefits Card.

## Frequently asked questions when using your card

### **Q: What if my card is lost or stolen?**

**A:** If your card is lost or stolen, or if you need additional cardholder information, just call **1-877-204-1817 (TTY: 711)**. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

### **Q: Is there a limit on the number of transactions I can make with my card each month or quarter?**

**A:** No.

### **Q: Will the allowance roll over or will unused amounts expire?**

**A:** Any unused amounts will expire at the end of the quarter. There is no rollover.

### **Q: Will the allowance amount cover taxes? Can any additional amounts be paid with a separate payment?**

**A:** Yes, if the amount (including taxes) is below your allowance amount, the entire purchase of approved items plus taxes will be covered. Any remaining balance can be paid separately with another form of payment.

### **Q: Can I check out with approved and unapproved items?**

**A:** You can check out with approved and unapproved items. Please use your Extra Benefits Card for approved items (determined by point-of-sale technology) and pay for any uncovered items or remaining balance with another form of payment.

**Q: Can I access all participating retailers or just those in my state/service area?**

**A:** You can access retailers outside of your state or service area and you can use your card on vacation or when traveling, etc. However, you still must use network retailers only. To find a participating store nearby, please enter your ZIP code in the store finder tool at **Aetna.NationsBenefits.com** or on the **MyBenefits app**.

**Q: How can I use the website and mobile application?**

**A:** You will receive information through the MyBenefits portal and mobile application (including how to register and download) in your welcome packet. Using these tools, you can check your account balance, find in-network retailers, review a list of approved and excluded items, and more.

**Q: How long does it take for orders placed on the MyBenefits portal to be delivered?**

**A:** Please allow two days for delivery.

**Q: Can I cancel orders placed through NationsBenefits?**

**A:** Yes, you can cancel an order any time prior to shipping by calling NationsBenefits at **1-877-204-1817 (TTY: 711)**. You can also cancel an order in the MyBenefits portal within one hour after your order has been placed.

**Q: Where can orders be shipped?**

**A:** Orders can be shipped anywhere in the U.S., including Hawaii and Puerto Rico.

**Q: Is there a cost for shipping?**

**A:** No, all orders placed through NationsBenefits are shipped with two-day delivery at no extra cost.

**Q: How can I track my order?**

**A:** You can track your order on the MyBenefits portal. After logging in, you can go to “My Account” > “Order History” > “Order Details” to access your tracking ID and get real-time updates.

## Utilities benefit frequently asked questions

**Q: Can I pay my utility bill at a grocery store?**

**A:** No. You cannot use your card to pay utilities at a grocery store, pharmacy, etc. You can only pay utility bills directly to the participating utility company.

**Q: Can I use my card to pay for utilities that are under another person’s name?**

**A:** Yes, you can use your card to make a payment if the bill is in the name of a relative or caretaker. The utility bill does not have to be in your name.

**Q: Can I use my card to pay for utilities that are included in my rent/housing?**

**A:** No. You cannot use your card to pay for utilities that are already included in your rent/housing. In this instance, we recommend using the card to pay for utilities that are not included.

## Transportation benefit frequently asked questions

**Q: How do I pay for gas?**

**A:** Please swipe your card at the pump to pay for gas using your card.

**Q: What can I do if my preferred form of public transportation is not covered by this transportation benefit?**

**A:** You can call **1-877-204-1817 (TTY: 711)** to request this form of public transportation be added and this request will be reviewed.

**Q: How can I find out where I can use my transportation benefit?**

**A:** You can view eligible transportation types by visiting the MyBenefits portal at **Aetna.NationsBenefits.com** or by calling **1-877-204-1817 (TTY: 711)**.

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