

Benefits Prepaid Card

Getting started tips to assist
Medicare Advantage members.

Benefits Prepaid Card Activation

The Benefits Prepaid Card will arrive in the mail inactive. Encourage Medicare Advantage members to activate their card as soon as they receive it.

There are 3 ways a member can activate their card.

1. Scan the QR code on their letter.
2. Call the automated system on 1-866-413-2582
3. Visit the website: MyBenefits.NationsBenefits.com/activate

Getting Started Tips:


- The Benefits Prepaid Card will not work in retail stores until it has been activated.
- If the card has not yet been received, members can still register their account online and make online purchases on the Nations website.

Card Activation Page

Medicare Advantage Plan

Benefits Prepaid Card
Limited Use Card

debit



Card Information


Enter the 16 digit card number and expiration date of your Benefits Mastercard® Prepaid Card.

16 Digit Prepaid Card Number

Expiration date (MM/YY)

Member Information

Enter your Date of Birth and Last Name provided to your health plan during enrollment.

Date of Birth (MM-DD-YYYY) 

Last Name

[Activate Card](#) [Activate Later](#)

Benefits Prepaid Card Account Registration

Medicare Advantage members can register their account online at MyBenefits.NationsBenefits.com

If a member has not received their physical Benefits Prepaid Card, they can:

1. Register their account on the website
2. Make purchases on the website
3. Check the status of their Benefits Prepaid Card mailing

ACCOUNT REGISTRATION:

To register, members will enter their Health Plan Member ID. Members should not enter the first three letters of their Health Plan Member ID. The member will only enter the remaining 9 characters.

Do not include the first 3 letters

The screenshot shows a 'Register' window with the title 'Please enter your Member ID'. Below the title is a text input field containing 'JR1296W85046'. To the right of the input field is a red warning triangle icon and a small 'i' icon. Below the input field, a red error message reads: 'Member ID does not exist. Please try again.' At the bottom of the window is a red 'Continue' button.

This example shows an error message because the first 3 letters of the Member ID were included.

On the next registration page:

1. Enter First & Last Name
2. Create a Password
3. Click *NEXT*

The screenshot shows the 'Register' page with a 'Back to Login' link. The heading is 'Register' and the sub-heading is 'Creating your account is fast and easy.' Below this are two progress indicators: '1. Personal Details' (active) and '2. Contact Details'. The 'Member Details' section includes:

- First Name*: John
- Last Name*: david
- Member ID*: 2474170
- Date of Birth (MM-DD-YYYY)*: [calendar icon]
- Password*: [masked with dots]
- Confirm Password*: P@sswOrd

 Below the password fields, there are four password requirements:

- At least 8 characters (checked with a green checkmark)
- At least 1 lowercase character (checked with a red X)
- At least 1 special character (ex. @#\$) (checked with a red X)
- At least 1 number (checked with a red X)

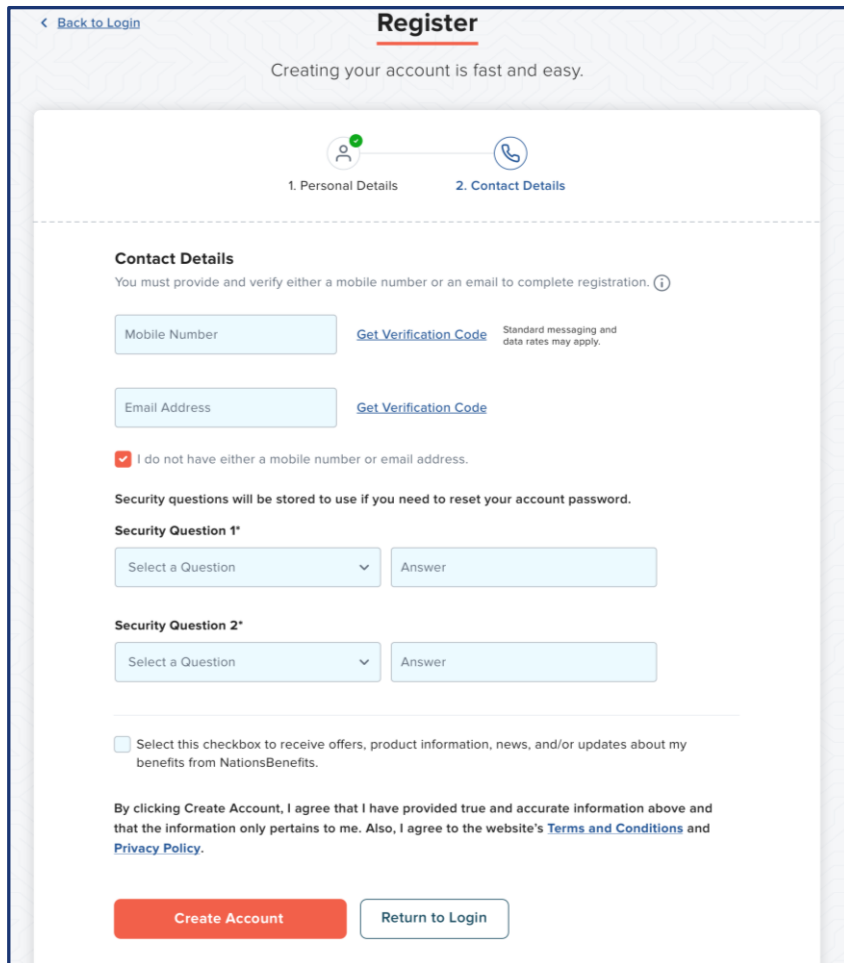
 At the bottom are 'Next' and 'Cancel' buttons.

Benefits Prepaid Card Account Registration

On the second registration page:

1. Members can enter either a cell phone number or an email address and click *GET VERIFICATION CODE*.
2. A 6-digit verification code will be sent to them.
3. Members can check their text messages or their email to find the verification code and enter it.
4. If the member does not have a cell phone or email address, they can create security questions and answers that will be used in the future if they need to reset their password.
5. Click *CREATE ACCOUNT*

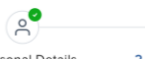
Account registration is complete. Members can now log in to their account.



[< Back to Login](#)

Register

Creating your account is fast and easy.



1. Personal Details 2. **Contact Details**

Contact Details

You must provide and verify either a mobile number or an email to complete registration. ⓘ

[Get Verification Code](#) Standard messaging and data rates may apply.

[Get Verification Code](#)

I do not have either a mobile number or email address.

Security questions will be stored to use if you need to reset your account password.

Security Question 1*

Security Question 2*

Select this checkbox to receive offers, product information, news, and/or updates about my benefits from NationsBenefits.

By clicking Create Account, I agree that I have provided true and accurate information above and that the information only pertains to me. Also, I agree to the website's [Terms and Conditions](#) and [Privacy Policy](#).

Create Account

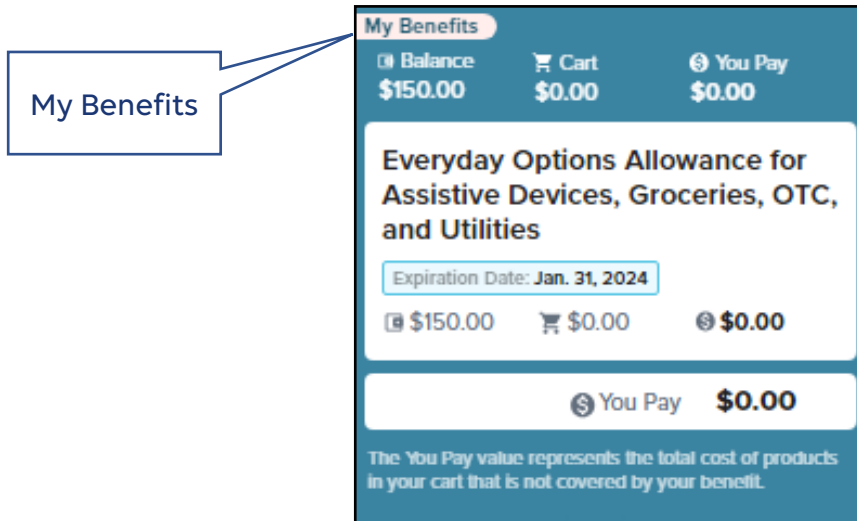
Return to Login

Benefits Prepaid Card - Check My Balance

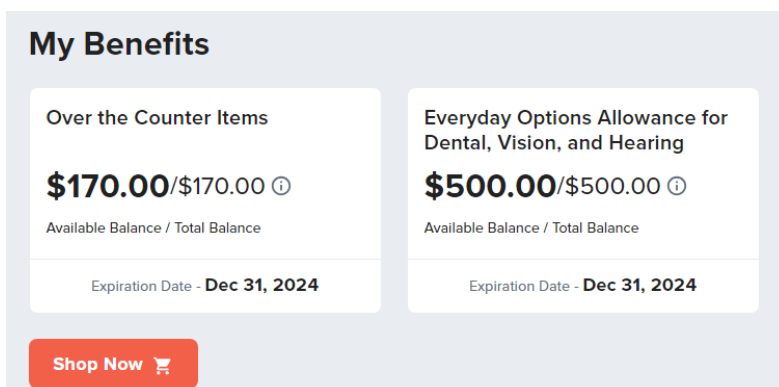
After logging in to their account, members will see a “My Benefits” banner with a shopping cart icon at the top right of their account home page.

Members can expand the “My Benefits” box to check their balance for their spending allowances.

- The expiration date of each spending allowance is also displayed.
- As they add products to their shopping cart, they will be able to track how much they have spent and see their remaining balance.



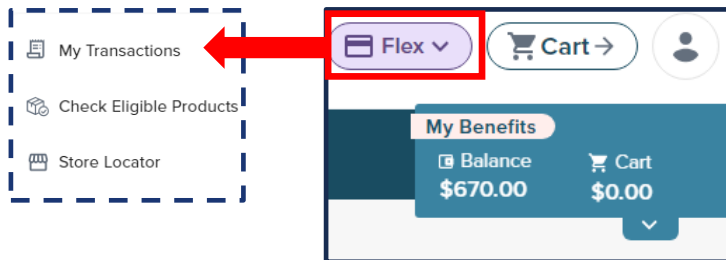
Another way of checking a balance is to scroll down to the bottom of the account home page to see the benefit allowances. Benefit allowances will be shown in separate boxes.



Plans and benefits may not be available in all areas.

Check Shipping Status of Benefits Prepaid Card

To check the shipping status of their Benefits Prepaid Card, members can select the Flex menu and then select My Transactions.



Select Non-Monetary Transactions and look for the Shipping Complete row.

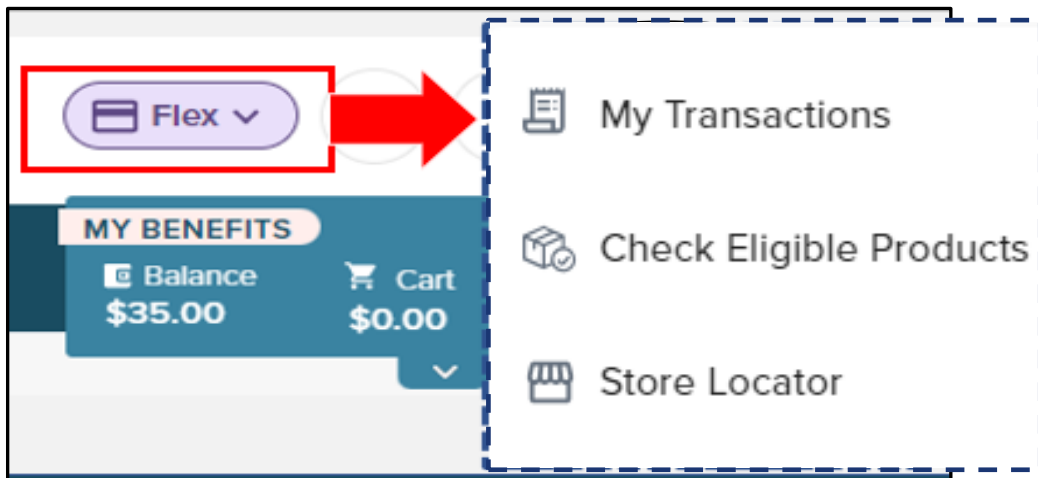
Monetary Transactions		Non-Monetary Transactions		
All Transactions		Enter keyword, amount or mm/dd/yyyy		
Card #	Transaction Date	Description	Posting Date	
XXXX 1243	01/02/2024	Activate account	01/02/2024	
XXXX 1243	12/31/2023	Create a new purse	12/31/2023	
XXXX 1243	12/23/2023	Shipping Complete	12/23/2023	
XXXX 1243	12/20/2023	Embossing Complete	12/20/2023	
XXXX 1243	12/20/2023	Embossing Complete	12/20/2023	

- In this example, the card was shipped on 12/23/2023.
- Members can expect to receive their card 7-10 days after the Shipping Complete date.
- If there is not a shipping complete date, the card has not yet been shipped.
- If a replacement card is ordered, the card number will change in the left column.
- Once a replacement card is ordered, it will **immediately deactivate** the current card. The current card cannot be reactivated.

Benefits Prepaid Card – Flex Menu

Members can also use the purple Flex button to view:

- Recent online and in-store transactions
- Check for eligible OTC or Grocery products in a store
- Find a local participating retail store with the Store Locator



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