



PHP Care Complete FIDA-IDD Plan  
(Medicare - Medicaid Plan)

nations benefits

# The Benefits You Need to Live the Lifestyle You Deserve

As a valued **Partners Health Plan** member, you have access to a variety of benefits through NationsBenefits® to help improve your overall health and well-being.



- ✓ **NEW** Utilities Benefit
- ✓ Over-the-Counter (OTC) Benefit
- ✓ Grocery Benefit
- ✓ Prepared Meals Benefit
- ✓ Fresh Produce

## Benefits Pro Portal



Visit the Benefits Pro Portal via **PHP.NationsBenefits.com** for the easiest way to access your benefits. Ordering your products and tracking your benefit has never been easier:

- ✓ Search by category, price, and more
- ✓ View available benefit allowance in real-time
- ✓ Order health and wellness OTC products, healthy food items, fresh produce, and prepared meals
- ✓ Track order status in real-time
- ✓ View, print, and request additional copies of your OTC catalog
- ✓ Find the nearest participating retail locations to make in-store purchases
- ✓ You can also activate your OTC Card via the Benefits Pro Portal

**Make Sure to Activate Your Benefits Mastercard® Prepaid Card OTC Card as Soon as it Arrives Prior to Use to Take Full Advantage of Your Benefits**



Visit us online at  
**PHP.NationsBenefits.com/**  
**Activate**



Download the  
**Benefits Pro** app to  
your mobile device



Call to activate at  
**(877) 205-8005**  
**(TTY: 711)**

# About Your Benefits



## **NEW Utilities Benefit**

You can now use your OTC Card to help pay for utilities such as Internet, Telephone (landline or cell phone), Cable, Water, Gas, Oil, or Electric. Your utility benefit is **\$50 per month in a purse that is separate from your OTC/Grocery benefits**. Your utility benefit can be rolled over from month to month but cannot be combined with your OTC/Grocery purse.

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## **Over-the-Counter (OTC)**

Order from a wide variety of brand-name and generic health and wellness products using your monthly benefit of \$150.

- ✔ You may place orders using the catalog and mail-in order form included with it, or you may obtain OTC products by visiting a participating retail location.
  - ✔ You can also place OTC orders online through the Benefits Pro Portal at **PHP.NationsBenefits.com** or call us directly at **(833) 689-3378 (TTY: 711)**
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## **Groceries**

Enjoy access to healthy food items. You can use your monthly allowance to buy the healthy food items you need using your monthly benefit of \$150.

- ✔ You may obtain healthy food items by visiting a participating retail location to use your monthly allowance.
  - ✔ You can also place grocery orders online through the Benefits Pro Portal at **PHP.NationsBenefits.com** or call us directly at **(833) 689-3378 (TTY: 711)**
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## **Fresh Produce**

A wide variety of fruits and vegetables to help you achieve your desired health goals using your monthly benefit of \$150.

- ✔ You can place fresh produce orders online through the Benefits Pro Portal at **PHP.NationsBenefits.com** or call us directly at **(833) 689-3378 (TTY: 711)**
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## **Prepared Meals**

A convenient way to access meals rich in nutrients to maintain better health and well-being using your monthly benefit of \$150.

- ✔ You can place fresh produce orders online through the Benefits Pro Portal at **PHP.NationsBenefits.com** or call us directly at **(833) 689-3378 (TTY: 711)**

**Call NationsBenefits at (833) 689-3378 (TTY: 711) with any questions you may have.**

Member Experience Advisors are available 8 a.m. - 8 p.m. local time, 7 days per week, 365 days per year. Language support services are available free of charge.

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide participants free, confidential assistance on any services offered by Partners Health Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at [icannys.org](http://icannys.org).

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC, pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access.

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