

nations benefits

Capabilities Overview:
Partners Health Plan
November 2022



AGENDA

- NationsBenefits Overview
- NationsOTC Program Overview
- Member Access
 - Card Activation
 - In-Store Retail
 - Member Services
 - Product Catalog
 - Member Portal
- Grocery Benefit
- Prepared Meals
- Produce Delivery
- Questions



About NationsBenefits

NationsBenefits® provides supplemental benefits to **health plans** that offer Medicare Advantage, Medicaid, and Commercial populations with a comprehensive and cost-effective solution. We also partner with **unions** and **employer associations** on affordable member benefits offerings.

We surpass traditional benefit management programs with our innovative technology, outcomes-driven results, and a compliance-focused infrastructure that delivers significant cost savings.

What Makes Us Different

NationsBenefits is the first company to collectively offer supplemental benefits specifically designed to improve member health outcomes. We are quickly becoming the preferred partner based on our unique approach to:



Comprehensive
Benefits Management



Compliance and
CMS Infrastructure



Innovative Technology
and Outcomes

Our Partnership



We are pleased to announce that NationsBenefits will administer the Over-the-Counter Benefit for Partners Health Plan effective **January 1, 2023**.

NationsOTC Program Overview

NationsOTC® provides over-the-counter benefit administration services to health plans seeking an affordable, comprehensive solution in supplemental OTC services and product fulfillment. Our outcome-based approach and concierge-level member service further differentiates our offering to create an unmatched OTC benefit program.



Manages benefit allocation for purchase orders through various channels



Maintains oversight and manages reporting and any reconciliation as required



Loads and manages individual membership allowance, removing administrative burden



Provides convenient ordering methods, including retail, phone, online, and catalog mail order.



Sends OTC catalogs and order forms to eligible membership



Product recommendations and disease state segmented support.

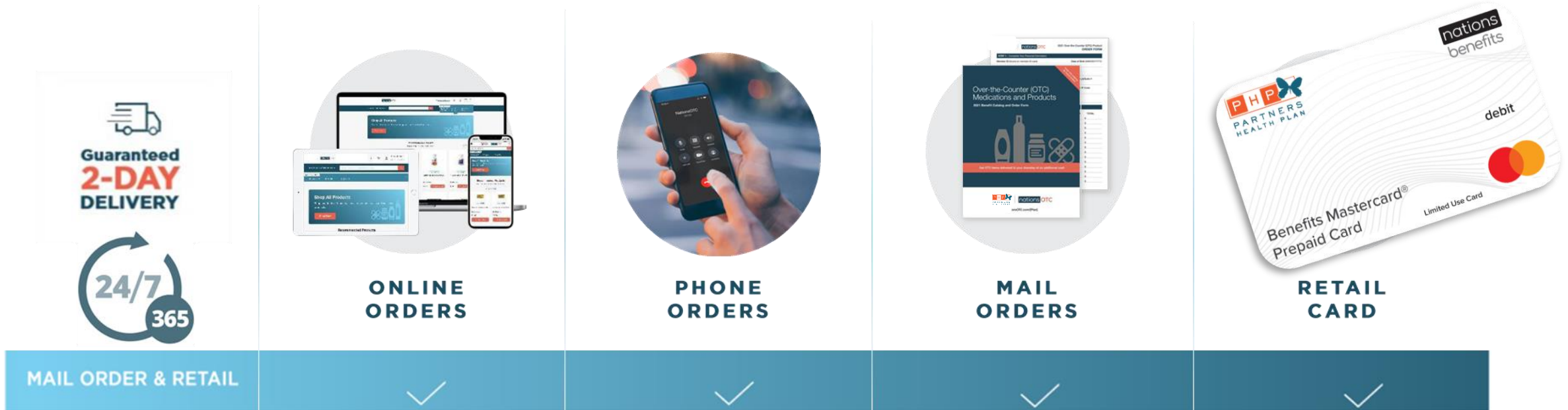
2023 OTC Benefit - Monthly

Plan Name	Benefit Amount	Frequency
PHP Care Complete	\$150	Monthly

If a member selects OTC products from NationsOTC for a cost that is greater than the Member's allowance, the remaining balance is the Member's responsibility.

Comprehensive OTC Solution

NationsOTC® understands that members are consumers, and as such, they have standards on how they choose to order and fulfill their over-the-counter (OTC) needs.



Member Journey

NationsOTC offers easy and convenient ways to order over-the-counter products.



Member receives their OTC benefit information from their plan



Member chooses to order online, by phone, mobile app, or mail



Member places their order for approved OTC products



Order is shipped with nationwide 2-day delivery at no additional cost



- OR -

Member uses their OTC card to purchase items at participating locations



**How do members
access this benefit?**

Card Usage

Once the OTC card is activated, it can be used to purchase eligible items through either a mail or retail setting.



Mail

Cards can be used Online, Over the phone, and Mail Order through NationsBenefits.

Retail

Cards can be used at various approved retail locations based on purse configurations.

To checkout, use the card as a credit card, and funds will be directly pulled from the card's allowance. **A PIN is not required for any purchases (in-person or otherwise).**

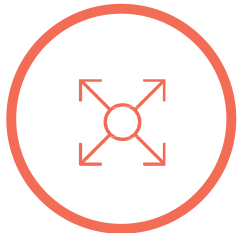
If the balance on the card is less than the items being purchased, it is required that the difference is paid for through another form of payment.

Card Activation

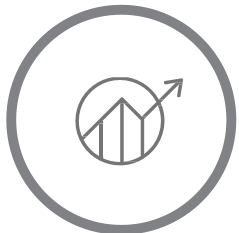
Once you are registered, cards must be activated to pay for eligible expenses. Nations offers a wide range of activation options.



CARD
ACTIVATION



BENEFITS
ADMINISTRATION



REVIEW
TRANSACTIONS

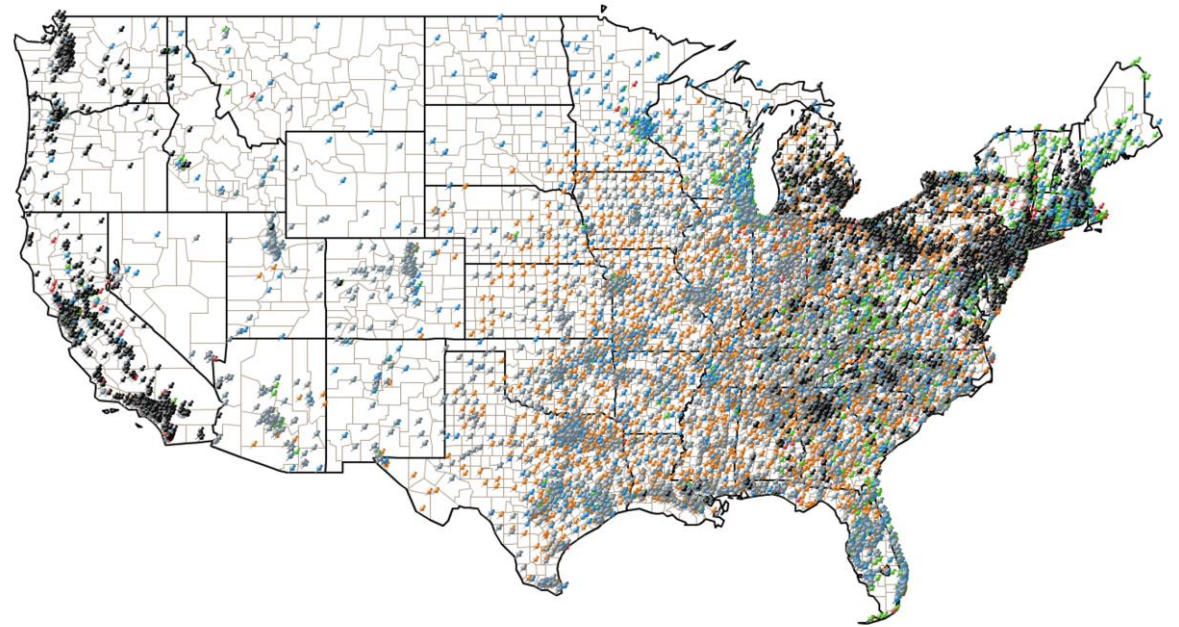
To activate the benefit card, go to one of the following platforms:

- ✓ **Phone:** Call NationsBenefits for card activation assistance from an MEA: 877-205-8005
- ✓ **Phone:** Call the toll-free number and follow the Interactive Voice Response (IVR) prompts: (833) 689-3378
- ✓ **Member Portal Profile Registration:** Log in to the member portal and follow card activation instructions

Participating Retailer

In addition to traditional ordering methods, members can purchase in select retail stores nationwide using ® benefit cards.

Participating retail locations include, but are not limited to:



Member Services

- A **dedicated toll-free number, (833) 689-3378** is provided to members so they can call and ask questions related to their benefit and place orders through NationsBenefits.
- Member Experience Advisors are available **24 hours a day, 7 days a week, 365 days a year.**
- **Our team of Member Experience Advisors are in-house and highly trained** on maximizing member satisfaction and plan-specific information to better serve members.
- **Our Member Experience Advisors speak multiple languages including but not limited to:** English, Spanish, Vietnamese, Mandarin, Cantonese, Russian, Creole, and Portuguese.





(833) 689-3378

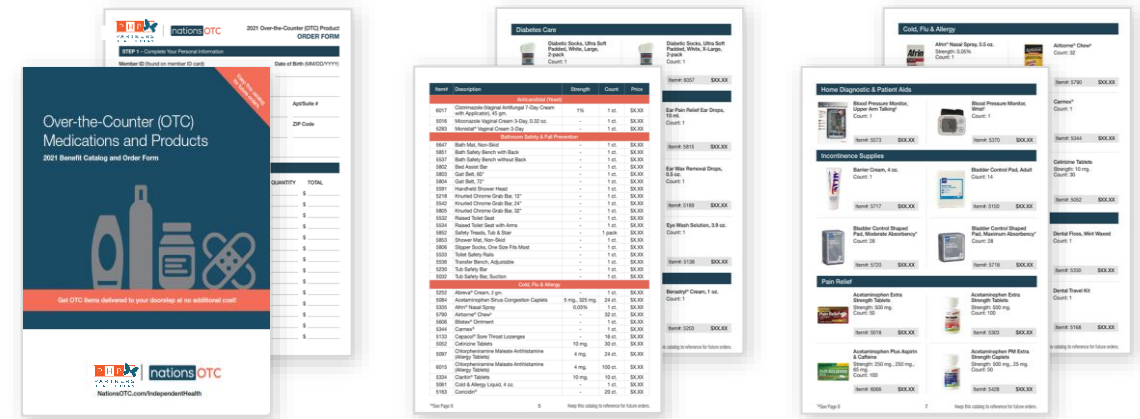


PHP.NationsBenefits.com

Product Catalog Formulary

Robust formulary that includes hundreds of quality brand-name and generic products across all CMS-approved categories.

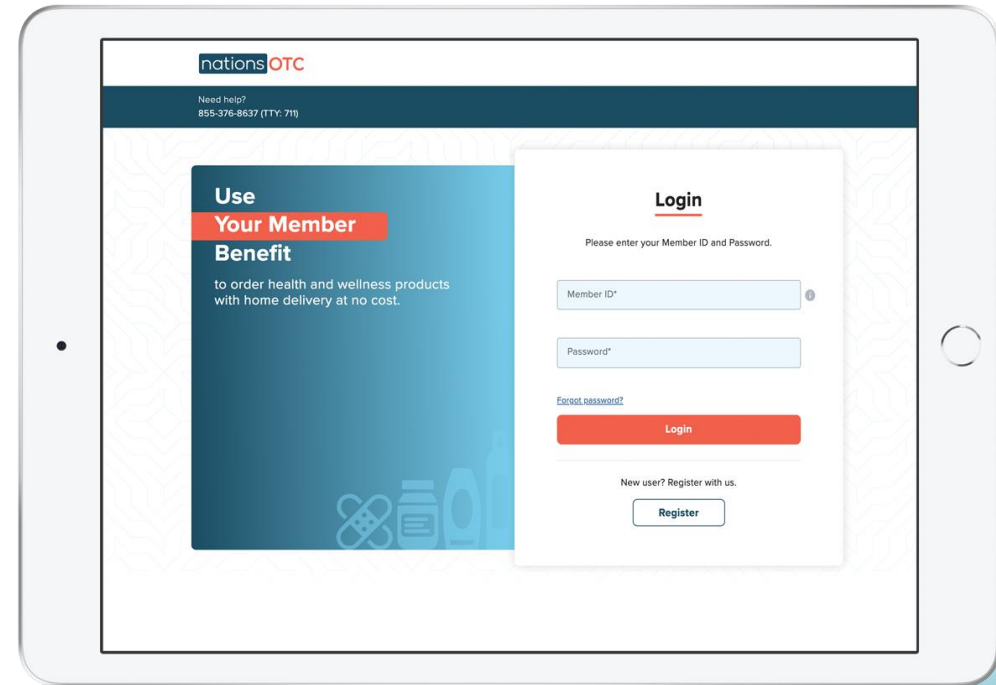
- Anticandidal (Yeast)
- Bathroom Safety & Fall Prevention
- Cold, Flu & Allergy
- Dental & Denture Care
- Diabetes Care
- Digestive Health
- Eye & Ear Care
- Feminine Care
- First Aid & Medical Supplies
- Foot Care
- Hemorrhoidal Preparations
- Home Diagnostic & Patient Aids
- Home Health Care
- Incontinence Supplies
- Pain Relief
- Pediculicide (Lice Treatment)
- Personal Care
- Skin Care
- Sleep Aids
- Smoking Cessation
- Supports & Braces
- Vitamins & Dietary Supplements



User-Friendly Member Portal

Our online e-commerce site engages members with built-in consumer behavior and expectations in mind, creating a more familiar and customized experience.

- ✓ 360° Photos
- ✓ Personal Health Profile
- ✓ Benefit Tracker
- ✓ Product Recommendations



Hi, Nations Member

Your Benefits Mastercard® Prepaid Card gives you easy access to the funds in your Flex Account.

CARD 6979 Status: Active



To shop and have items delivered now, please visit our online portal

[Launch NationsOTC](#)

or call XXX-XXX-XXXX (TTY: 711).



Benefit Card Overview

Wallets (1) ⓘ

ⓘ Your **OTC& Grocery** benefit will expire on **3/31/2022**

OTC
\$10.00 / \$10.00
(Available Balance / Total)
Valid Until - Mar 31st, 2022 ⓘ ⓘ

Recent Transactions

[View all Transactions](#)

Card #	Transaction Date	Description ⓘ	Type	Status	Amount
XXXX 6979	02/28/2022	MANUAL BATCH LOADER Transaction ID: CC00728BAAAC Posting Date: 02/28/2022	ValueLoad	Approved	+\$10.00

Grocery Benefit

Our grocery benefit includes healthy foods that address the health and wellness of Partners Health Plan members and their nutritional needs while leveraging our NationsFlex infrastructure. Eating healthy, especially for older adults, is an important part of aging. The right diet and balance of healthy foods can help with mental acuteness, and energy levels, and increase resistance to illness. **There are three major grocery categories supported by our grocery delivery infrastructure: non-perishable foods, fruits and vegetables, and prepared meals.**

PROGRAM FEATURES



Multiple purchasing options – online, phone, mail, and retail



Live customer service support, 24/7/365



Home delivery at no additional cost



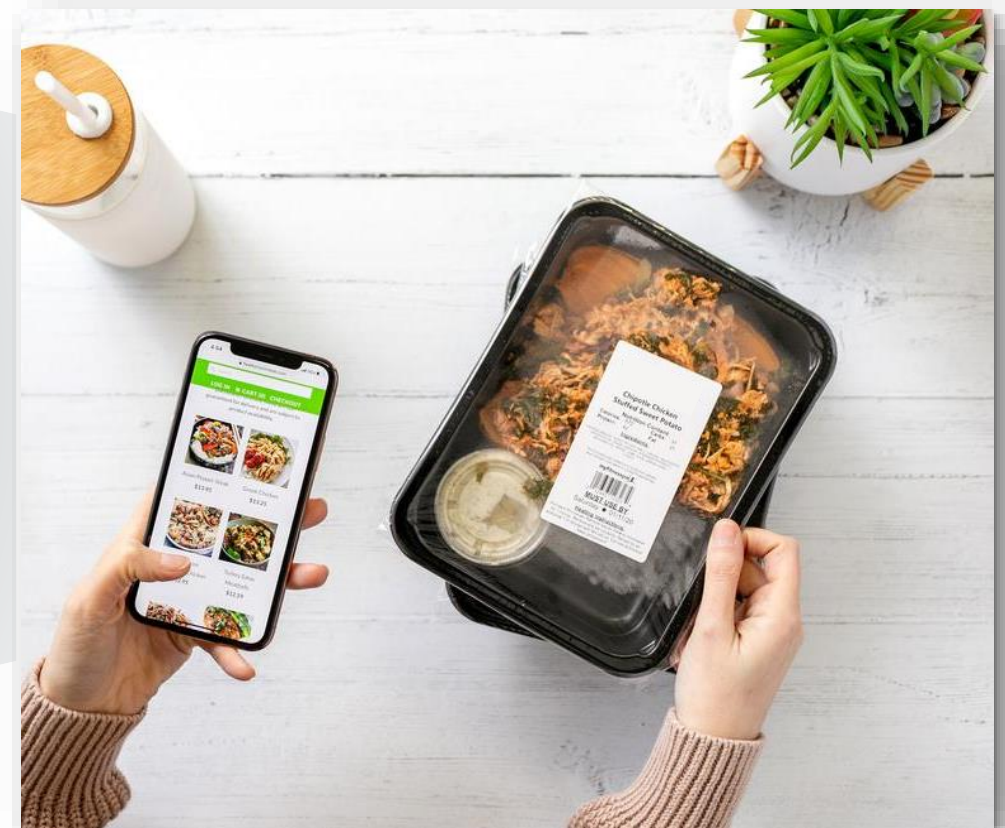
2-Day delivery guarantee

Prepared Meals

At NationsBenefits®, we are committed to offering healthy, fresh, prepared meals that meet the needs of our valued health plan partners and your members. The meals benefit provides members recovering from an inpatient stay in a hospital or nursing facility prepared, nutritious meals with home delivery at no additional cost.

Our prepared meals solution contributes to:

- ✓ Promoting a more nutritionally balanced diet
- ✓ Helping with weight control
- ✓ Reducing stress by avoiding last-minute decisions about what to eat
- ✓ Saving time and money



Fresh Produce Delivery

At NationsBenefits, we are committed to offering fresh produce that meet the needs of our valued health plan partners and your members. We have expanded our offering to include a benefit with home delivery of fresh fruits and vegetables to make it easier and more convenient for your members to take the necessary steps towards better health and wellness.



Vegetables



**Combo
(Vegetables and Fruits)**



Fruits

A blurred background image showing a group of people sitting around a table, likely in a meeting or conference setting. The image is heavily blurred and has a blue tint.

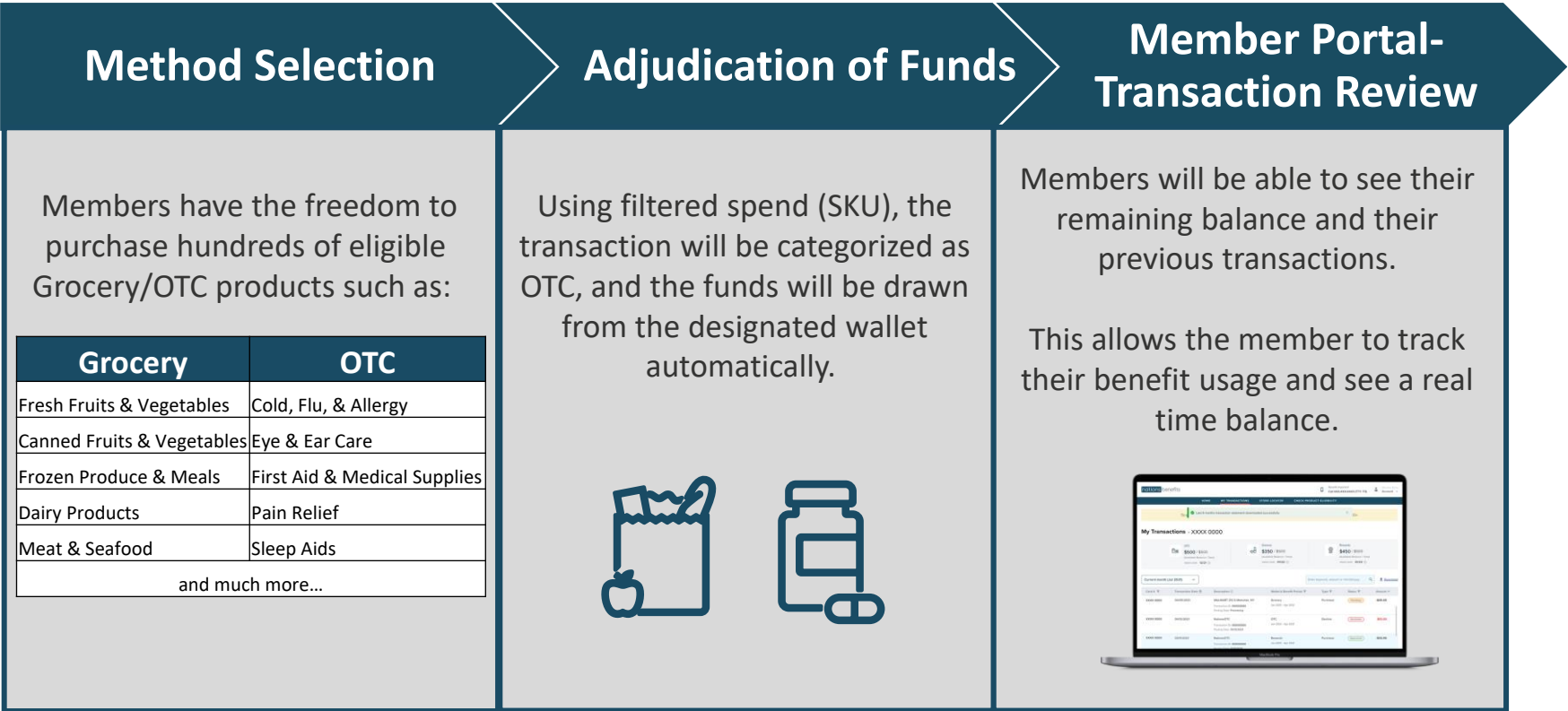
Thank You



Appendix

OTC & Grocery Benefit

Members will have the flexibility to use their OTC card for eligible OTC, grocery, produce boxes, and prepared meals. OTC products have SKU (Filtered Spend) blocking. SKU blocking ensures that members are only able to purchase approved products as determined by the master approved product listing (APL).



Personalized Member Experience

A personalized card gives your members quick and easy access to the funds in their account and a simple way to pay for eligible items and approved services. Members can expect to receive their card in the mail along with a card carrier package that provides details on card activation and more. Card and materials can be customized with your logo and plan-specific information.

Custom Card



Activation Label

Activate your card today!

- Choose one:
- Scan the enclosed QR code with your mobile device
 - Visit PHP.NationsBenefits.com/Activate
 - Call 877-205-8005 (TTY: 711)

part#

Custom Card Carrier

Please refer to the enclosed information for details on your benefits.

H9869_OTC Flex Card_2023_Approved

Custom Benefits Insert

Envelope



Other

- Transition Letter (Optional)
- Terms and Conditions
- Short Form

Registration

If you are a first time OTC Card user, you will be required to register prior to card usage. To do so, follow the steps below:

1

Go to **PHP.NationsBenefits.com** and click 'Register'

Sign In

Username

Password

I'm not a robot

[Forgot Username/Password?](#)

Sign In →

New user? Register with us.

Register

2

Input all the necessary information including Personal Details, Contact Details, Login Details, and Electronic Disclosure

Register

Creating your account is fast and easy.

1. Personal Details 2. Contact Details 3. Login Details 4. Electronic Disclosure

Please enter your personal information exactly as it is found on your benefit card.
* indicates required field

First Name * Last Name *

Date of Birth * MM-DD-YYYY Member ID *

Next Cancel

3

Once registration is complete, you will be able to Login to your member portal using your Member ID and Password

Login

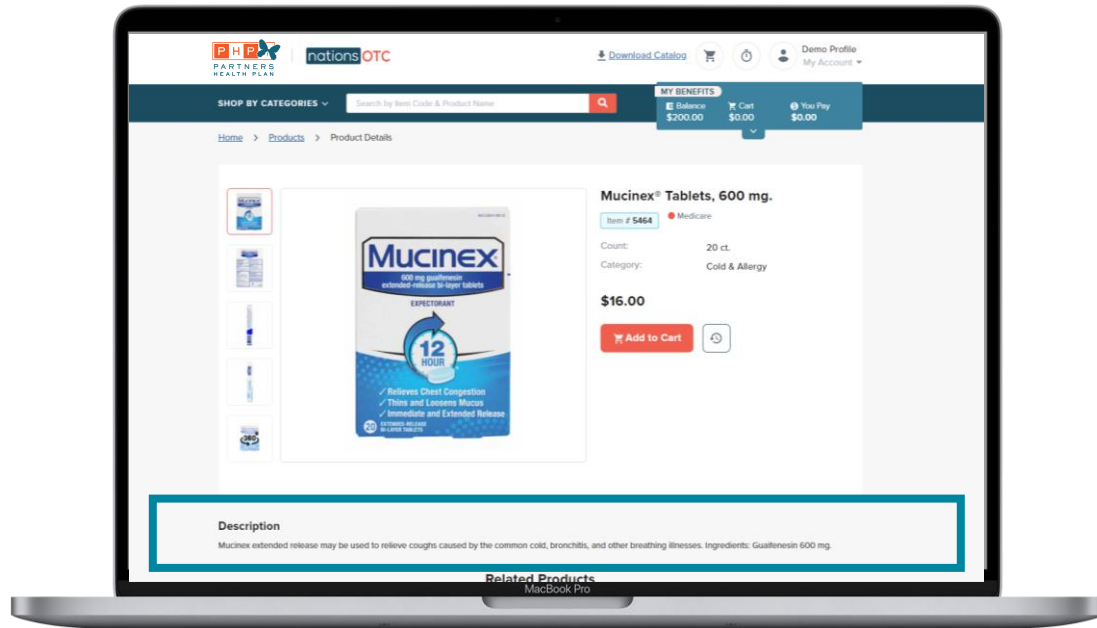
Member ID 12345678

Password

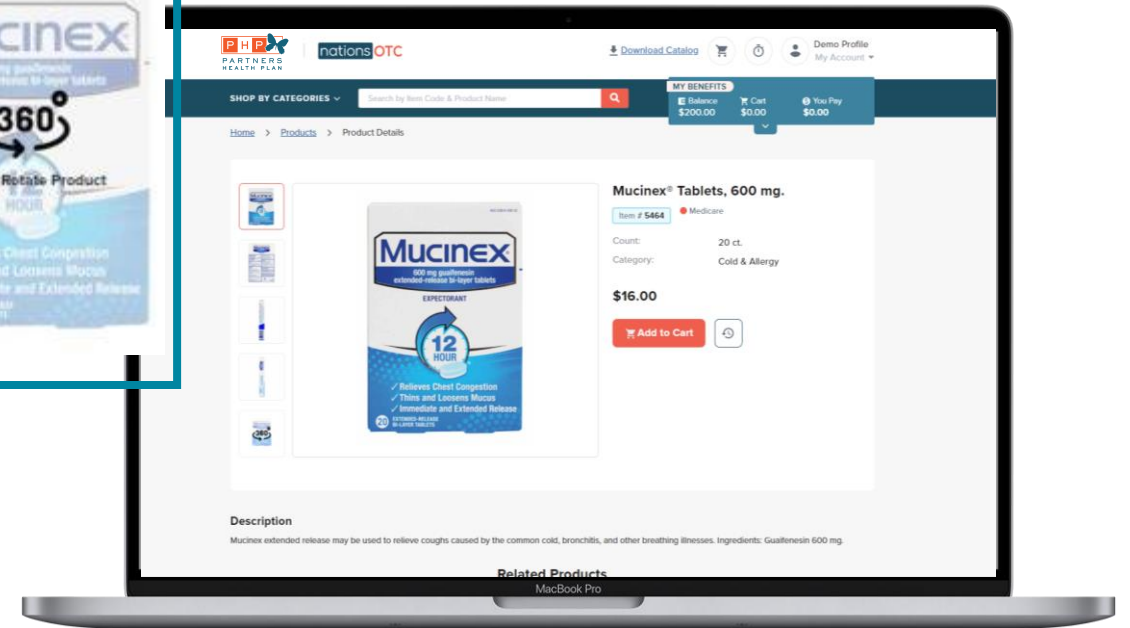
[Forgot Password?](#)

Login →

Detailed Product Information

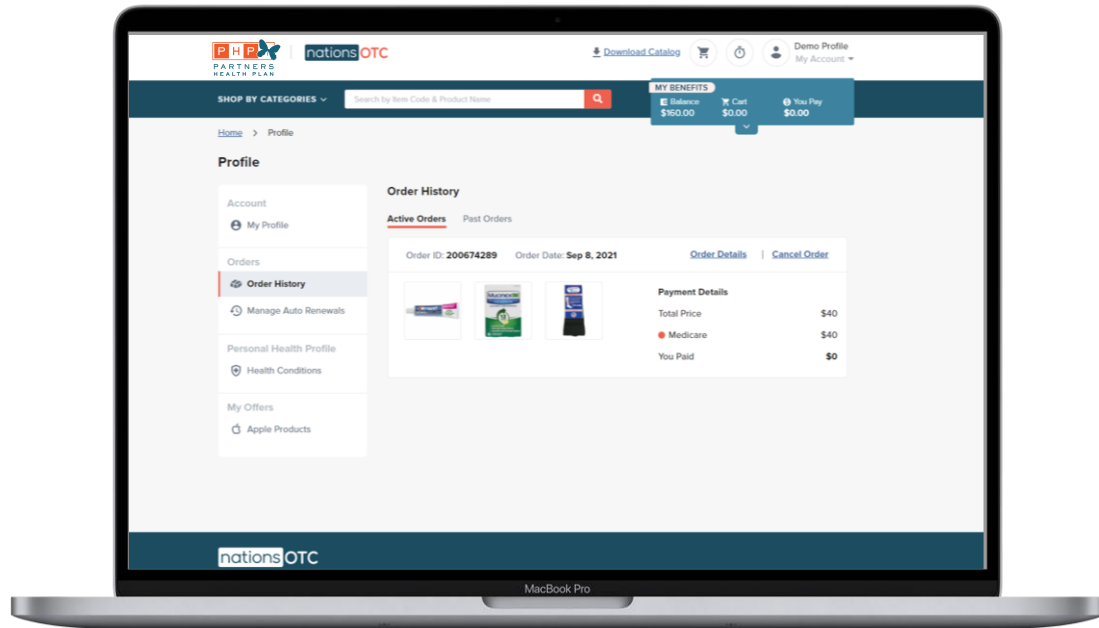


Detailed Product Description

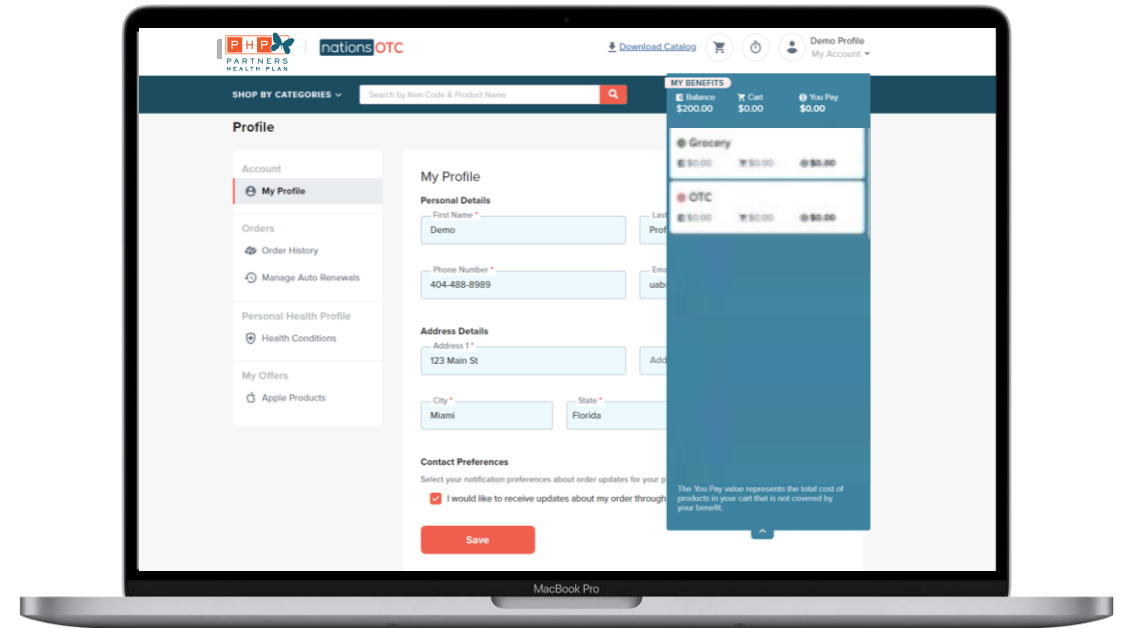


360 Degree Product Video

Member Profile Information

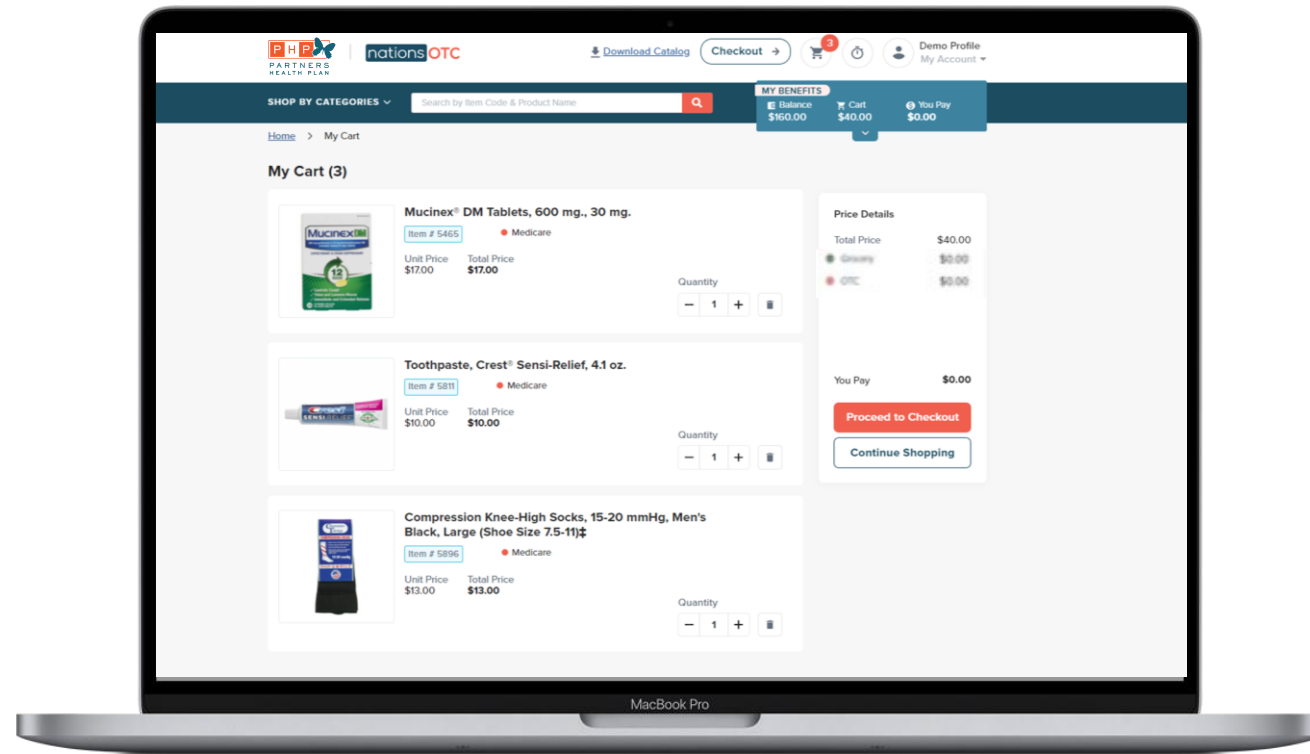


Order History

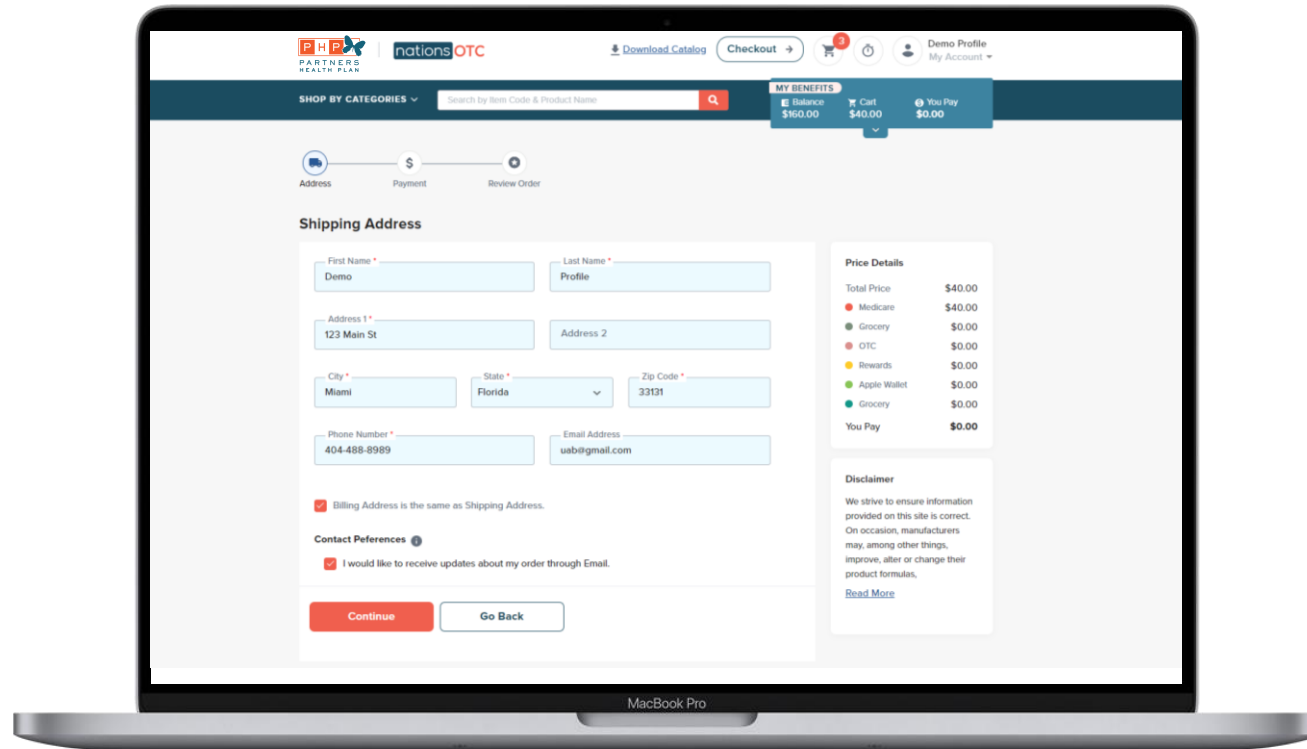


Benefit Allowance

Cart Summary



Shipping Confirmation



Online
Orders

Order Confirmation

