

Introducing the Dental Flex Card Solution

eternalHealth has partnered with Nations Benefits to introduce a versatile flex card solution for dental services with no required network! This user-friendly benefit simplifies getting the necessary dental care for maintaining optimal health and wellness, allowing for a hassle-free experience.

Dental Benefit

eternalHealth members will receive up to \$4,500 annually, depending on the plan chosen, for dental procedures with the flexibility to choose any dentist –There's no need to worry about finding an in-network provider! Members can simply visit their preferred dentist and use their flex card for payment, just like a debit card. On January 1, 2024, the plan-specific amount will be loaded on to the Mastercard Prepaid Flex card available for use throughout the year. Members can track their dental benefit utilization in the portal to stay informed about remaining coverage before incurring out-of-pocket expenses.

At eternalHealth, we are dedicated to offering our members a seamless healthcare experience, making the most of the benefits offered.

Flex Card Activation and Wallets

Members will receive their flex cards within ten business days after receiving an enrollment confirmation letter from eternalHealth, separate from the Welcome Kit. The flex card includes three different wallets - the Dental, OTC, and *Healthy Grocery wallets. Members can activate the card independently or receive assistance from our friendly member services team. It's important to note that the allocated amounts for each benefit, also referred to as wallets, will not be available for use until January 1, 2024.

Portal Access

Upon successfully receiving and activating the flex card, members will be directed to create an account through Nations Benefits at eternalHealth.NationsBenefits.com. This account provides access to an informative portal with several useful features, including the ability to:

- Check remaining balances in their dental wallet
- See past history of dental services
- Request a replacement for lost, stolen, or damaged flex cards
- and more.

This portal offers an easy way for members to monitor their allowances and maximize

For any questions about the dental benefit or receiving assistance with replacing a lost or damaged card, members should call our Member Services team.

1 (800) 680-4568 (TTY 711)

Oct 1 – Mar 31, 8am – 8pm, 7 days a week | Apr 1 – Sep 30, 8am – 8pm, Mon – Fri

eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. Medicare beneficiaries can file a marketing complaint with eternalHealth at 1-833-203-6447. It is important to offer an agent name when possible.

The healthy grocery benefit mentioned is a part of special supplemental program for the chronically ill. Not all members qualify.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against.

Visit [Medicare.gov/about-us/accessibility-nondiscrimination-notice](https://www.medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

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