



You Spoke, We Delivered – FAQ

Based on feedback from our recent member survey, we've made improvements and want to ensure you have the information you need to get the most from your benefits.

Member Services & Support

Q: I'm having trouble understanding my benefits and have questions about my plan. Who should I call?

Our member service representatives are here to help and guide you.

Call us at: 1 (800) 680-4568 (TTY 711)

- Oct 1 – March 31: 8am to 8pm, 7 days a week
- April 1 – September 30: 8am to 8pm, Monday through Friday

Q: What if I didn't receive my Member ID Card, eternalPlus Benefits Card, or Welcome Kit?

Call our member service team right away and they will ensure we have the correct address on file and get your materials sent out immediately.

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Digital Experience & Accessibility

Q: I have trouble finding what I need on your website. Where should I look for important documents?

*You spoke: Many members found our website difficult to navigate
We delivered: We've improved our website organization and search functionality*

- Use our **search bar** at the top right corner (example: search "provider directory")
- Most important documents are under **For Members → Forms and Documents**
- We've reorganized content based on your feedback to make information easier to find

Q: How do I log into my member portal?

We've made accessing your portal easier with multiple entry points:

- Go to www.eternalHealth.com and click Member Log In (top right corner)
- Navigate to **For Members → Member Log In**
- Go directly to www.eternalHealth.com/memberportal

NEW: We've simplified the login process based on member feedback about portal difficulty.

Benefits Understanding & Education

Q: I'm not sure I understand all my benefits. How can I learn more about what's covered?

You spoke: Members wanted clearer benefit information

We delivered: Multiple easy ways to access your benefit details

For comprehensive coverage details:

- Access your Evidence of Coverage (EOC) at www.eternalHealth.com → **For Members → Forms and Documents**
- Review **Chapter 4** for all Medical Benefits

For extra benefits:

- Check your Member Welcome Kit
 - Visit www.eternalHealth.com → **For Members → Extra Benefit Information**
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Specific Benefits – Getting the Most From What You Have

Q: How do I use my Over-the-Counter Allowances and Healthy Grocery Allowances?

These are our most popular benefits! Here's how to maximize them:

Your allowances are loaded onto your eternalPlus Benefits Card every three months (quarterly):

- Use it like a debit card at participating retail stores
- Shop online through your Nations Benefits portal → <https://eternalhealth.nationsbenefits.com/login>
- Order via mail order

Important: Allowances don't roll over quarter to quarter – use your full benefit! Check your balance and find eligible items in your Nations Benefits portal.

Q: How do I access transportation benefits? I didn't know this was available.

You spoke: Members found accessing this benefit confusing

We delivered: Clearer instructions on how to access rides

Depending on your plan, you may have unlimited transportation or up to 24 one-way trips to:

- Doctor appointments
- Dentist visits
- Pharmacy trips

To get started:

- Call: 1 (888) 617-0350
- Online: eternalHealth.member.saferidehealth.com
- Complete your personalized profile
- Schedule rides up to 30 days in advance or book in real-time

Q: How do I access my OnePass fitness benefit? Can I use them at any gym?

Visit www.eternalHealth.com/fitnessbenefit to:

- Receive your OnePass access code
 - Click Get Member Code in the top right corner
 - Complete your first name, last name, and date of birth and click search!
 - Bring that code to any participating gym!
- Find participating gyms near you
- Learn about home fitness options
- Access on-demand fitness classes

Q: I need help at home but don't know what's covered. What In-Home Support Services do you offer?

You spoke: Some members weren't aware of available home support
We delivered: Clearer information about these valuable services

Your plan may include up to 60 hours of various in-home support services. Call Papa at 1 (855) 485-8835 (TTY 711) to be paired with a companion who will assist you with:

- Light housekeeping
- Laundry
- Meal preparation
- Technology set up assistance
- General companionship

Communication & Transparency

Q: How will I know when you make changes to my benefits?

We're committed to keeping you informed:

- Annual Notice of Change (ANOC) – delivered by September 30th each year
- Review this carefully before Annual Enrollment Period (October 15th – December 7th)

Q: I want to give feedback but don't know how. What's the best way to reach you?

You spoke: Members wanted easier ways to provide feedback

We delivered: Multiple feedback channels

- Phone: 1 (800) 680-4568 (TTY 711) – our member services team welcomes your input
- Survey participation – watch for our bi-annual surveys

Q: How often do you survey members, and do you really make changes based on what we say?

Yes, we absolutely make changes based on your feedback!

- Survey schedule: Twice per year (March and October)
- This FAQ is proof – created directly from your recent survey responses
- We continuously implement feedback into our plans, online tools, and benefit education
- Recent improvements include: Enhanced member services training, website navigation improvements, and better benefit education materials

Your Voice Matters

This FAQ was created based on feedback from members in our recent survey. We heard you, and we're taking action. Keep the feedback coming – together, we're making eternalHealth better for everyone.

Need help with anything not covered here? Call us at 1 (800) 680-4568 (TTY 711)