

# Boost Essential Membership FAQ for eternalHealth + Fry's Medicare Advantage HMO plan



## 1 What is Boost Essential?

In addition to the great benefits you already receive as an eternalHealth + Fry's Medicare Advantage plan member, now you can enjoy even more with a Fry's loyalty program membership to Boost.

Benefits include:

- **2X Fuel Points\*** on every dollar spent in-store & online
- **Free Next Day Grocery Delivery\*\*** on orders \$35+
- **Choice of Disney+, Hulu or ESPN+<sup>†</sup>** promo for 6 months
- **Exclusive Member Savings** on specialty brands

## 2 How much does Boost cost?

Enjoy a complimentary Boost Essential membership as part of your eternalHealth + Fry's membership—a \$69 annual value included at no additional charge.

## 3 How do I enroll in Boost?

1. Visit [FrysFood.com/membership/giftredeem](https://FrysFood.com/membership/giftredeem)
2. Create a new Fry's account or sign into an existing account
3. Select Boost Essential – \$69/year
4. Enter the Boost Essential code that you received in your Member Welcome Kit in "Enter Promo Code"
5. Enter a valid debit or credit card. You won't be charged today, but a card is required on file.

## 4 Where can I use my Boost benefits?

You can use your benefits at thousands of Kroger Co. Family of Stores whether you're shopping in store or online. Currently, benefits are only available at Kroger grocery stores and does not work on purchases made on Fuel or Pharmacy Prescriptions, Fred Meyer Jewelers®, The Little Clinic®, Fred Meyer Direct®, homechef.com, Vitacost.com, or Murray's Cheese®.

## 5 How do I use Boost Essential?

Shop as you normally would at your local Fry's or online. You must use your loyalty account in store or your digital account online to receive the benefits.

## 6 How do I use my Boost Essential free next day delivery benefit?

Shop as you normally would online at your local Fry's store site or app (i.e., [www.frysfood.com](http://www.frysfood.com)) for delivery using the same digital account associated with your Boost Essential membership.

While shopping online, you will be notified of which slots are eligible for free delivery.

Your order will be fulfilled through our third-party partners. Third-party partners like Instacart can accept tips. These drivers are paid a flat rate per delivery by our third-party partners, but 100% of any tip you provide goes directly to the driver. If you'd prefer, you also have the option to tip your third-party driver after the delivery is completed. Your membership in Boost does not cover tips.

## 7 How do I redeem my streaming benefit?

1. Visit your [Boost membership management page](#).
2. Where it shows Disney+, Hulu & ESPN+, Click on "Get Started."
3. On the next screen, select between Disney+, Hulu or ESPN+, enter your email address, and click "Continue."
4. On the next screen, select "Confirm Plan." Be sure to select a service that you do not currently subscribe to. For example, if you currently subscribe to Disney+, you will need to select Hulu or ESPN+. Once you make your selection, you cannot change it.
5. Follow prompts to visit the Disney+/Hulu/ESPN+ site to complete enrollment and activate your 6-month trial.

## 8 Will my Boost Essential Membership automatically renew?

As an eternalHealth + Fry's Medicare Advantage HMO plan member, you receive a free Boost Essential membership each year that eternalHealth continues to offer this benefit. Please note that benefits are subject to change and may not be offered in future plan years. Be sure to review your Annual Notice of Change (ANOC) each year.

### Here's how renewal works:

Each year that this benefit is available, you'll receive a new promo code before your plan year ends to extend your free Boost Essential membership. You must apply this code before your renewal date to continue receiving the benefit at no cost.

**Important:** If you don't apply the promo code before your renewal date, your Boost Essential membership will automatically renew at the standard rate of \$69.

To cancel auto-renewal at any time:

1. Visit [FrysFood.com/membership/management](http://FrysFood.com/membership/management)
2. Select "Edit Membership"
3. Select "Cancel Membership"

Once canceled, your membership will no longer auto-renew. You'll continue to enjoy all Boost Essential benefits until your current renewal date.

## 9 I need assistance with Boost, how do i get help?

- A. Visit the [Help Center](#) for additional assistance.
- B. If you would like to speak with us directly, or if this is urgent, please call us at:  
**1 (833) 557-4278 (1-833-5KRGBST).**

If you did not receive your complimentary Boost Essential code within your eternalHealth + Fry's Medicare Advantage plan welcome guide please call eternalHealth Member Services at **1 (800) 680-4568 (TTY 711)**.

Oct 1 – Mar 31, 8am to 8pm local time, 7 days a week

Apr 1 – Sep 30, 8am to 8pm local time, Mon – Fri

\* \$1 in spending = 1 Fuel Point + 1 bonus Fuel Point on qualifying purchases made in-store, curbside pickup and delivery. Gift cards, adult beverage, tobacco products, pharmacy prescriptions, Booth Service, The Little Clinic, Fred Meyer Direct, Fred Meyer Jewelry, Vitacost, homechef.com, murrayscheese.com, Fuel purchases, or receipt message survey invitation are excluded from Boost Fuel Points benefits.

\*\* \$35 order minimum. Restrictions apply. Subject to availability. Delivery time not guaranteed.

† U.S. only. Must be 18+. New or returning subscribers only. Disney+ (With Ads), Hulu (With Ads), and ESPN+ subscriptions only. You agree that your Boost membership status will be shared with The Walt Disney Company. After promo period, \$69 plan auto-renews at then-current monthly retail price (plus tax, where applicable) until canceled. Cancel anytime, through your account settings or by contacting us, effective at the end of your billing period. Disney+, Hulu, and ESPN+ is subject to the Disney+, ESPN, and Hulu Subscriber Agreement (Opens in a new tab or window). May not be combined with any other offers, coupons, discounts or promotions. Valid for Annual Boost Members only. Restrictions apply. ©

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eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. To enroll in an eternalHealth plan you must meet certain eligibility requirements and reside in the plan's CMS-approved service area. Benefits and cost sharing may vary by plan.

eternalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-680-4568 (TTY 711).

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