



The Next Generation of Medicare Advantage



OUR MEMBER EXPERIENCE



Step 1

Informed Research & Decision-Making

- Clear, jargon-free education that makes choosing the right plan simple.
- Market-leading, sustainable benefits that meet your unique needs.
- Robust network of high-quality healthcare providers.
- Flexible enrollment options including dedicated representatives – here to guide, not pressure you.

Step 2

Seamless Enrollment & Benefit Access

- Easy to use eternalPlus Benefits Card preloaded with your allowances.
- Feel empowered through a personalized welcome call that helps you understand your benefits and how to access them.
- Events that help you feel connected to your community and remind you that healthcare is local.

Step 3

Frictionless Care Navigation

- Effective Care Managers that help you manage chronic conditions and disease progression through effective care coordination, care planning, and benefit education.
- A Care Management Program that is both proactive and reactive in assessing your needs, to deliver optimal health.
- A team that cares deeply and will work tirelessly to get your issues resolved.

Step 4

Ongoing Engagement & Long-Term Stability

- Consistent benefits you can count on year after year – no surprises or sudden changes that leave you scrambling.
- Proactive health insights that improve over time as we learn more about you and your needs.
- A local presence that understands your needs and the resources available within your community.

Why Choose eternalHealth?

Our Four Uniques

1 Premium Value Without Premium Prices

We deliver industry-leading Medicare Advantage plans with benefits backed by consistent year-over-year stability.

2 Custom-Fit Coverage

You are uniquely you and we are here to support you with benefits that meet your needs.

3 Member-First Service Guarantee

Our dedicated service team responds to member inquiries with a personalized touch. Each interaction is guided by our commitment to empower our members, allowing them to make more informed and educated decisions through their healthcare journey.

4 Always-On Broker Support

We view our broker partners as an extension of our team. When you reach out with questions, challenges, or need support to serve your clients, we respond with the urgency and solutions-focused approach you deserve — because your success is our success.

Member Satisfaction Highlights

Net Promoter Score:



53 Excellent

Above Industry Average of 24

Tools & Materials:



95%

Members received everything they needed and felt confident getting started

Testimonials:



"eternalHealth's supportive staff is always available for questions, which has been invaluable. My husband and I are on the Freedom plan, giving us access to out-of-network services, and most of my doctors are in-network. I highly recommend eternalHealth."

— Linda P.



"What I love most about eternalHealth is how much they genuinely care for their members. Their staff, including a wonderful case manager, helped me through a major dental issue. Even their CEO, Pooja Ika, personally addressed my concerns. eternalHealth is a wonderful plan — I'll stay with them forever."

— Nive S.



"I'm amazed by how great eternalHealth is. Their dental and vision benefits are easy to use — no issues at all. With the Give Back (PPO) plan, I even get money back on my Social Security. I'm more than satisfied and staying with eternalHealth."

— Christina M.

Join the eternalHealth Family Today!

1 (833) 902-1640 (TTY 711)

