

Frequently Asked Questions



Q: How does NationsBenefits® work with my health plan?

A: **eternalHealth** has partnered with NationsBenefits to provide you with Transportation and Non-Emergency Medical Transportation (NEMT) to and from medical appointments and other approved locations.

Q: What services are covered under my benefit?

A: Your plan offers rides to doctor's appointments and appointments with other health care providers, trips to the pharmacy, and other approved locations.

Q: How do I request a ride with NationsBenefits®?

A: There are **three** ways:

- Call **NationsBenefits** at **(888) 617-0350 (TTY: 711)** and a Member Experience Advisor (MEA) will assist you.
- Call your **Member Service department** to schedule rides on your behalf.

Q: How far in advance do I need to schedule?

A: We recommend scheduling rides **at least 48 hours in advance**. For urgent needs, please call us directly at **(888) 617-0350 (TTY: 711)** so we can confirm the ride in real time.

Q: What if I need to change or cancel my ride?

A: If you need to cancel, please do so **at least 24 hours in advance**. You can cancel by calling us at **(888) 617-0350 (TTY: 711)** and an MEA can assist you.

Q: Can I bring someone with me on my ride?

A: Yes, you are allowed to have a companion accompany you to your appointments. NationsBenefits will inform the transportation provider that a companion will be accompanying you on your trip*.

Q: Is there a mileage limit?

A: Yes, eternalHealth limits mileage to 60 miles each way.

Q: What types of vehicles are covered under my plan?

A: You are able to schedule vehicle types based on your health needs, including Non-Emergency Medical Transportation (NEMT), Non-Medical Transportation (NMT), rideshare, and more.

Frequently Asked Questions



Q: Can I schedule round trips and one-way trips?

A: Yes, you can schedule one-way or round trips. Please note that round trips will count as two individual rides towards your benefit.

Q: Will I get reminders?

A: Yes. You'll receive:

- A text message reminder the day before your ride (if we have your mobile number).
- Real-time updates when your driver is on the way and when they arrive.
- In some cases, you can track your ride on a map through the **Benefits Pro App**.

Q: What if I need special accommodations?

A: No problem. We'll note your transportation profile so rides are scheduled with the right vehicle and support, such as:

- Wheelchair-accessible vehicles
- Walkers or other mobility devices
- Extra assistance getting in and out of the vehicle

Q: What if there's a problem with my ride?

A: If your driver is delayed, has car trouble, or you experience another issue, a Member Experience Advisor (MEA) will reach out to you and arrange another ride if needed.

Q: Can I schedule rides before January 1st?

A: Yes. **After December 16th**, you may schedule rides for the new year. Pre-1/1 scheduling is available through the call center, as long as you are listed as eligible in your health plan's eligibility file.

Q: Who do I contact with questions?

A: If you have questions about your benefit, please call NationsBenefits at **(888) 617-0350 (TTY: 711)**. Language support services are available free of charge.

eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal.*Companions cannot be wheelchair bound or have other special transportation needs.

App Store® and the Apple Logo® are trademarks of Apple Inc. Google Play® and the Google Play® logo are trademarks of Google LLC.

©2025 NationsBenefits, LLC. All rights reserved. NationsBenefits is a registered trademark of NationsBenefits, LLC. All other trademarks shown are the property of their respective owners.

12162025

9015-96596-00

Y0160_NBTF362_C