

# Welcome to Your Transportation Benefit

As a valued **eternalHealth** member, you have a transportation benefit through **NationsBenefits®**. This benefit provides you with Transportation and Non-Emergency Medical Transportation (NEMT) to and from medical or dental appointments and other approved locations such as pharmacies. Getting to your appointments and maintaining your health has never been easier.

## Your Benefit Includes:



### Advance Scheduling

Book rides up to **48 hours in advance** to guarantee your transportation is ready when you need it.



### Seamless Door-to-Door Service

Enjoy convenient pick-up from your home and drop-off at your appointment location.



### Flexible Ride Options

Choose a vehicle that best meets your needs—including wheelchair-accessible vans or rides for members with mobility devices.



### Real-Time Ride Updates

Get text messages or app notifications when your driver is on the way and when they arrive. Track your ride on the map in the **Benefits Pro® App**.



### Return Ride Support

Schedule your return trip ahead of time—or use the “will-call” option when you’re ready to go home.

**If you have any questions or to make a transportation request, call (888) 617-0350 (TTY: 711).**

Member Service Specialists are ready to serve you  
October 1st – March 31st 8am – 8pm, local time | 7 Days a Week  
April 1st – September 30th 8am – 8pm, local time | Monday – Friday  
Language support services are available free of charge.

## How to Schedule a Ride

- Call NationsBenefits® at (888) 617-0350 (TTY: 711) and a Member Experience Advisor (MEA) will assist you.

### Important Reminder:

Please schedule rides at least 48 hours in advance.

If you have any questions or to make a transportation request, call (888) 617-0350 (TTY: 711).

Member Service Specialists are ready to serve you  
October 1st – March 31st 8am – 8pm, local time | 7 Days a Week  
April 1st – September 30th 8am – 8pm, local time | Monday – Friday  
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.

©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

9015-31953-00  
Y0160\_NBTF261\_C