

Benefits Pro[®] App Guide

Manage Your Grocery & OTC Benefits with Ease

eternalHealth has partnered with **NationsBenefits[®]** to enhance the supplemental benefits available to our Medicare Advantage Plan members, including allowances for groceries and Over-the-Counter (OTC) items. With the **Benefits Pro App**, you can easily manage your benefits right from your phone. Check your balance, shop for eligible items, view your transaction history, and much more—all in one convenient place. Here's a quick guide to help you get started and explore its features.

Getting Started



How Do I Download the Benefits Pro App?

Click or Scan this QR code to download the Benefits Pro App to your mobile device from the App Store[®] or Google Play[®].



Logging in with your Member ID

1. Enter your **Member ID**.
2. Select **Continue**. The system will determine if there is a profile registered for your Member ID.
3. If this is your first time registering, you will be prompted to enter your **Last Name** and **Date of Birth** to verify your information. You will then be asked to create a password for your account.
4. If the **Member ID** entered already has a profile registered, you will be shown the **Password** field.
5. **Enter password**, then click the Login button.
6. Select **Forget Password?** If you forget your password.
7. You can **contact NationsBenefits for any further assistance**. See contact information on this material.

First time Registration

Already Registered

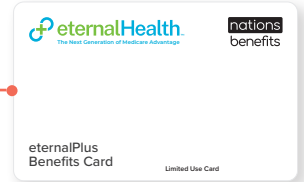
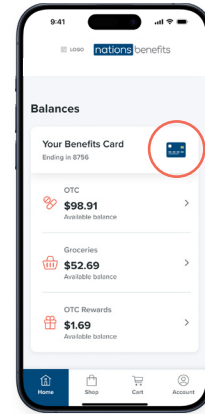
Benefits Pro® App Guide



Checking Your Benefit Balance

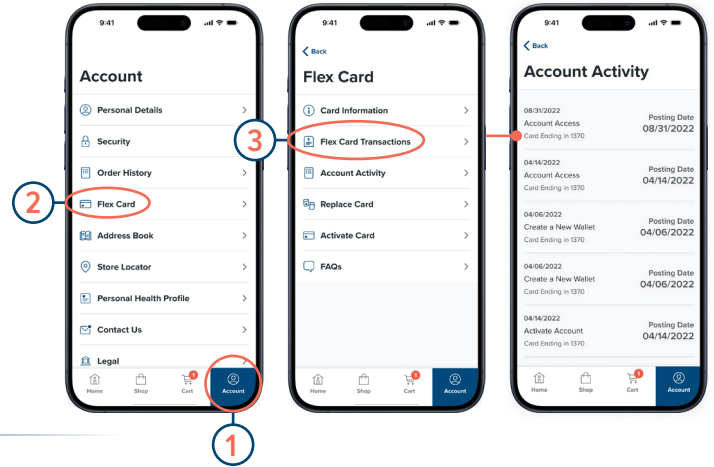
The home page will display the last 4 digits of your Benefits Card.

This section will contain the **balances** held on your benefit card that are available for use online or at retail locations.



Review Your Benefit Card Transactions

1. Select the **Account** tab at the bottom
2. Select **Flex Card**
3. Choose **Flex Card Transactions**, and **Account Activity** to view the list of transactions and details. These transactions will include retail, online transactions, and any account accesses or updates made to your benefits.



More Functions!

The Benefits Pro App offers a wide range of features to simplify managing your benefits. You also have the convenience to shop for OTC items online, check product eligibility, find participating stores, and much more!

Need Help? Member Experience Advisors are available 8 a.m. - 8 p.m. local time. Language support services are available free of charge.

Visit: eternalHealth.NationsBenefits.com

Call: 1-888-617-0350 (TTY: 711)



Download the Benefits Pro® App to your mobile device



The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access. This is not a gift card or gift certificate. You have received this card as a gratuity without the payment of any monetary value or consideration.

App Store® and the Apple Logo® are trademarks of Apple Inc. Google Play® and the Google Play® logo are trademarks of Google LLC. ©2026 NationsBenefits, LLC. All rights reserved. NationsBenefits is a registered trademark of NationsBenefits, LLC. All other trademarks shown are the property of their respective owners. 05062026

9015-80559-00