

## Important reminders about Nations flex card

Dear Brokers,

We've recently been made aware of a significant number of flex card purchases by members that fall outside of the list of CMS- and plan-approved items. To make sure members are using their over-the-counter (OTC), healthy foods\*, and/or fitness allowances correctly, we are adding additional restrictions to the Nations flex card to limit spend to CMS- and plan-approved items. Members will be sent a reminder about how to use their flex card, including a list of approved items and where to find more information. (The letter is attached for your reference.) It is also great to remind members that all the items available for purchase through the Nations website are approved and their purchases will be shipped for **free**.

**Member benefits are not changing.** The dollar amounts, frequency, and expiration of allowances all remain the same.

### Broker Resources

- Visit the broker portal for additional resources.
  - Brand New Day: [bndhmo.com/brokers](https://bndhmo.com/brokers)
  - Central Health Medicare Plan: [centralhealthplan.com/broker](https://centralhealthplan.com/broker)
- Additional resources include:
  - List of Retail Networks and OTC and Grocery Item Categories
  - Approved Product Listing (APL) workbook
  - A list of all eligible golf courses
- For any questions around this change, please contact your Broker Manager.

### REMINDERS:

- The Nations flex card can only be used by the member to purchase items for themselves. Members are not permitted to make purchases for other people, including friends and family members.
- OTC purchases must be made through our retail network, which includes CVS, Walgreens, Randalls and many others.
- Members cannot purchase OTC products from out-of-network retailers or big box retailer websites like Costco.com, Target.com, Walmart.com or Amazon.com.

\* The healthy foods benefit is part of the special supplemental program for the chronically ill. Not all members qualify.

## Member Resources

- To see a list of eligible items or to check their flex card allowance balance, members can visit their MyBenefits portal.
  - Brand New Day: **BND.NationsBenefits.com**
  - Central Health Medicare Plan: **CentralHealthPlan.NationsBenefits.com**
- For questions, to request an OTC or grocery catalog, or for help ordering items, they can contact Nations' Member Experience Advisors 24 hours a day, 7 days a week, 365 days a year
  - Brand New Day: 1-877-280-6207, TTY; 711
  - Central Health Medicare Plan: 1-866-876-8637, TTY; 711

Thank you!

Brand New Day & Central Health Medicare Plan