



Simpra MyCare Rewards Frequently Asked Questions

What is Simpra MyCare Rewards? To earn rewards with Simpra MyCare Rewards, Dual Care D-SNP PPO members may complete one or more of the qualifying health care activities in the reward program by the end of the year. Reward dollars are automatically added to the member's Simpra Benefits Mastercard® Prepaid Card.

What are the featured health care activities? Health care activities include:

- Breast Cancer Screening—\$50
- Colorectal Cancer Screening Home Test—\$25
- Colonoscopy—\$50
- Blood Glucose Average Test (HbA1c)—\$25
- Diabetic Eye Exam—\$25
- Enroll in Costco Pharmacy Mail Order service—\$10
- Refill medications on time (diabetes, hypertension, or cholesterol)—\$15 every 3 months

How does NationsBenefits® work with Simpra Advantage? NationsBenefits® administers this benefit and delivers your reward dollars through your Simpra Benefits Mastercard® Prepaid Card.

How do I receive reward funds? How soon will they appear on my card? Reward funds are deposited to your Prepaid card after each qualifying health activity claim is received by Simpra Advantage. Please allow time for your provider(s) to submit claims.

How do I see my rewards options and available balance? Visit [Simpra.NationsBenefits.com](https://www.Simpra.NationsBenefits.com) or use the **Benefits Pro™ App** to check your rewards dollars or call NationsBenefits® at 844-617-3350 (TTY:711) for assistance.

When will I receive my Prepaid card? If you're new to the Dual Care Plan, your Simpra Advantage Benefits Mastercard® Prepaid Card will arrive in the mail within 7–10 business days after your enrollment start date. If you already have your Prepaid card, your rewards will be loaded onto the card once your qualifying activity claim is received by Simpra Advantage. No additional card is needed.

Do my rewards dollars expire? Yes, your rewards dollars expire one year after they are received if you are still an active member or immediately upon disenrollment.

What happens to my rewards if I am no longer a member? If you leave the plan or your coverage ends, any unused rewards will expire immediately upon disenrollment. Be sure to spend your rewards while you're still an active member.

What can I spend my rewards on? Spend your rewards on eligible health and wellness products and other eligible items. Visit [Simpra.NationsBenefits.com](https://www.Simpra.NationsBenefits.com), use the Benefits Pro™ App, or call NationsBenefits® at 844-617-3350 (TTY:711) to learn what's available.

What if I don't have a way to access the Benefits Pro Portal or App? No problem! You can still participate in the Simpra Rewards program. Just call NationsBenefits® at 844-617-3350 (TTY:711). Member Experience Advisors are available to help you from 8 a.m. to 8 p.m. local time. Language support services are available free of charge.

Do I have to give my bank information? No. You do not need to share any banking or financial information to receive or use your rewards. Your rewards dollars are loaded directly onto your Prepaid Card.

Who do I contact with questions? Please call NationsBenefits® at 844-617-3350 (TTY: 711). Member Experience Advisors are available 8 a.m. - 8 p.m. local time. Language support services are available free of charge.

How do I enroll in Costco Pharmacy Mail Order Service? Visit <https://rx.costco.com/delivery-by-mail> for instructions and FAQs or call Costco Mail Order Pharmacy at **1-800-607-6861** for help.

Spend your rewards and enjoy!

Visit the **Benefits Pro™ Portal** (Simpra.NationsBenefits.com), use your **BenefitsPro™ App** or call NationsBenefits® at **844-617-3350 (TTY:711)** to check your balance, spend your rewards online, or find participating stores near you. **Scan the QR codes below to get started now.**



Scan this code to visit the
Benefits Pro™ Portal



Scan this code to download
the **Benefits Pro™ App**

Rewards will be distributed based on the timeliness of received claims from your providers. Rewards expire one year after they are received if you are still an active member or immediately upon disenrollment. 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 card cannot be used to pay for prescription drugs or products that are not eligible. Product exclusions include alcohol, tobacco, firearms and gift cards. If you would like to buy items that are not eligible, you will need to use another form of payment. ©2026 Simpra Advantage H4091_DSNP-MC-FAQ_C