

Q: What is a Benefits Mastercard® Prepaid Card?

A: The card gives you easy access to funds that can be used to purchase eligible products and services. Eligible products can be purchased through NationsBenefits® and at participating retail locations.

Q: How do I know if I am eligible to receive a card?

A: You are eligible to receive a card only if you are enrolled in one of the following plans:

- Simpra Advantage Dual Care (PPO D-SNP)
- Simpra Advantage Assist (PPO I-SNP)
- If you have any questions, please call **844-617-3350 (TTY: 711)**.

Q: How do I activate my card?

A: You have three convenient ways to activate your card:

- Scan this QR code with your mobile device to get started
- Log in to your personalized Benefits Pro® Portal at **Simpra.NationsBenefits.com/Activate**
- Call **844-617-3350 (TTY: 711)**



Q: How do I download the Benefits Pro® App?

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



Q: How does my card work?

A: You can use your card to pay for eligible products and approved services. Purchases can be made online through NationsBenefits®, through the Benefits Pro® App, or at a participating retail location. The funds will be taken directly from your program allowance. Your card cannot be used at an ATM or for cash back when making a purchase. If you are not able to view the NationsBenefits® website or use the App, you may request a catalog be mailed to you at your mailing address. If you need assistance ordering through the catalog, you may speak with a NationsBenefits® Member Experience Advisor for assistance placing an order. Call **844-617-3350 (TTY:711)**.

Q: How can I check my card balance?

A: You can check your card balance at **Simpra.NationsBenefits.com** or through the Benefits Pro® App. You can also call **844-617-3350 (TTY: 711)** for cardholder transaction information.

Q: Where can I see what's eligible for purchase?

A: You can see what's eligible for purchase by visiting **Simpra.NationsBenefits.com** or through the Benefits Pro® App. When shopping at a participating retail location, you may use your **Benefits Pro® App** to scan items to determine if they are eligible for purchase. Please keep in mind:

- Product availability and price may vary by retailer
- This card is not a credit card or a gift card
- Cash cannot be obtained using this card

Q: How can I use my card?

A: You can use your card to:

- Order online at **Simpra.NationsBenefits.com**, through the Benefits Pro® App or by calling **844-617-3350 (TTY: 711)** 8 a.m. - 8 p.m. local time
- Shop at participating locations, including:
 - CVS®
 - Publix®
 - Walmart®
 - Kroger®
 - Winn-Dixie®
 - Walgreens®

When ordering online through NationsBenefits®, you can apply your available balance to your order total and track order status in real-time. You will also receive home delivery at no additional cost.

Q: When will my online or catalog order be delivered?

A: We ship orders in two business days from the date your order is received and processed.

Q: Can I cancel my online/catalog order?

A: Yes, you can cancel your order any time prior to shipping by calling NationsBenefits® at **844-617-3350 (TTY: 711)**. You can also cancel your order in your Benefits Pro® Portal or App within one hour after your order is placed.

Prepaid Card Frequently Asked Questions

Q: How do I track my online/catalog order?

A: You can track your order by logging into the Benefits Pro® Portal or Benefits Pro® App. Go to **Account > Order History > Order Details** to access your tracking ID and get real-time updates.

Q: What is the return or exchange policy for online/catalog orders?

A: Items maybe refunded. Due to the personal nature of these products, we do not require products to be returned or exchanged.

Q: Where does NationsBenefits® ship?

A: Orders can be shipped anywhere in the U.S., including Hawaii, and Puerto Rico.

Q: Is there a cost for shipping?

A: No, your order will be shipped at no additional cost.

Q: What if there is not enough money in my account to cover the entire purchase?

A: If the purchase amount is more than the available funds on your card, a partial amount will be deducted from the card. You will need to pay the balance with another form of payment.

Q: What if my card is lost or stolen?

A: If your card is lost or stolen you can report it and request a new card in your Benefits Pro® Portal, Benefits Pro® App or call NationsBenefits® at **844-617-3350 (TTY: 711)**.

Q: Who do I contact with questions?

A: If you have questions about your order, 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.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC, 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.

03132026

2776-91571-00