

## Transcript Copy – MMP EBC 2023 Video

At Aetna, we work hard to make it easier to take care of your health and use your health plan benefits. That's why as a Medicare-Medicaid member, you get an Extra Benefits Card, a Benefits Mastercard Prepaid Card.

To request your card, call 1-833-838-1307 (TTY: 771). After your call, a card will be sent to your home if you qualify. The card comes pre-loaded with an allowance that can be used to pay for eligible products and services that help you stay well. Here's how it works.

Your Extra Benefits Card will come in a welcome kit with information on how and where you can use your card as well as your quarterly allowance amount. To use your allowance, you'll need to activate your card. You can do that in three ways.

1- By phone. Call 1-833-838-1307 (TTY: 711) to speak with a Nations Benefits Member Experience Advisor. The number is also on your Extra Benefits Card.

2- QR code. Use your smartphone to scan the QR code in your Extra Benefits Card welcome kit.

3- Online. Go to [AetnaMMP.NationsBenefits.com/Activate](https://AetnaMMP.NationsBenefits.com/Activate).

Once your card is activated, your funds are available to spend. The allowance is quarterly, so it's renewed every three months. It doesn't roll over, so be sure to use it before it expires at the end of each quarter. You can spend it however you like on any approved products or services. So, what can you pay for with your Extra Benefits Card allowance?

Over-the-counter (OTC) products! You can use your Extra Benefits Card to buy approved OTC health and wellness supplies. These are the items you want to have in your medicine cabinet when you're injured or feeling sick, like pain relievers, cold and flu remedies and first aid supplies.

To see the complete list of approved items, check out the OTC catalog on the NationsBenefits website at [AetnaMMP.NationsBenefits.com](https://AetnaMMP.NationsBenefits.com). You can also call 1-833-838-1307 (TTY:711) to request a paper copy of the OTC catalog.

There are four ways to buy OTC products with your quarterly allowance.

- 1- Online. Visit [AetnaMMP.NationsBenefits.com](https://AetnaMMP.NationsBenefits.com)
- 2- By phone. Call a NationsBenefits Member Experience Advisor at 1-833-838-1307 (TTY: 771). They're available 24/7.
- 3- By mail. Simply fill out and return the order form in your OTC catalog.
- 4- In person. Visit a participating retail store. Select "credit" as the payment type. No PIN is required.

If your Extra Benefits allowance covers your full purchase, you're good to go. If any of your items aren't approved — or if you've used up your allowance — you pay the remainder. You can check your balance at any time on the NationsBenefits mobile app. You can download the app to your smartphone for free on the App Store® and Google Play™.

Along with OTC products, the Extra Benefits Card can be used to pay for other approved expenses, depending on your plan. To learn all the ways you can use your quarterly allowance, check out your Extra Benefits Card welcome kit.

You might be able to use it for: Healthy foods such as fruits and veggies, meat and seafood, healthy grains like bread and pasta, pantry staples like flour and spices and more. Or utility and energy bills, like heat, water, electricity, phone and internet.

Prefer to speak with a NationsBenefits Member Experience Advisor? Call 1-838-1307 (TTY: 711) These advisors are available 24 hours a day, days a week. They can also send you a new card if you didn't get one or need a replacement.

Your Extra Benefits Card makes it easier and more affordable to put your health first and feel your best. To learn more, visit your Aetna member website at [AetnaMMP.NationsBenefits.com](https://AetnaMMP.NationsBenefits.com).

Aetna Better Health Premier Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. The benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. The provider network may change at any time. You will receive notice

when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employee of Aetna Better Health. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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