NationsBenefits Member Portal User Guide





CareNCare.NationsBenefits.com

NationsBenefits MyBenefits Portal User Guide

As a valued **Care N' Care** member, you have a personalized member portal that manages your benefit allowance. You also have access to a variety of products through the MyBenefits portal.

Table of Contents

3
5
3
7
3
11
13

Product images and prices are for illustrative purposes only and may differ from those on your MyBenefits portal.

Register Account

Creating your account is fast and easy.

1.Open an Internet Browser.



- 2. Type CareNCare.NationsBenefits.com in the search bar.
- 3. Click Register.



4. Enter your **Member ID** – This number can be found on the insurance ID card provided by your health plan.



Register Account

- 5. Enter your member details:
 - (a.) First and last name
 - (b.) Member ID
 - c.) Date of birth (MM/DD/YYYY)
 - (d.) Password Your password needs to be at least eight characters long, with a minimum of one uppercase letter, one lowercase letter, one number, and one special character (i.e.: \$, @, %, &).

Member Details			* Bolitan	Register
First Name*	Last Name*			(A) %
John	david			manifords differentiamen
			Muniter Ortalia	a last here
Member ID*			-	and the second se
2474170	Date of Birth (MM-DD-Y	YYY)* 🗇 (C)	(area)	Image and the second seco
Must match the information provided to w	but health plan. Must match the information a	envirted to your health plan		· · · · · · ·
near material and material provided to y	an reality part. Most match the midmiddant	ponded to your reality part.	Para present in the second	in the set of the set of the set of the
Password*	Confirm Password*		· · · · · · · · · · · · · · · · · · ·	
********	Plessword	Q	Contraction of Contra	
Your password must contain:				Vacilitati Pe
-/ At least 9 characters	X At least Leoprial character (ov .0.1\$	3		

6. Fill out security questions to verify your account.

We recommend one-word answers for the security questions.

-OR-

You can provide a phone number or email address to receive a verification code to verify your account.

Click Create an Account.

		nations severits	en 5	
		* Belinsen	Creating your teachairt is fast and same	
			A Street And	
1	🔽 I do n	Center Details	te con este a succession e a success	
	_		Billiofiata.jan	
		Reading Society Control of Contro	Aff the second to past if gate interfer for result gate a strengt gate more it. If	
	Securi+	Receive Resident	e lesse	

Check this box if you would like to receive offers, product information, news, and updates.

MyBenefits Portal Login

- 1. Enter your **Member ID** This number can be found on the insurance ID card provided by your health plan.
- 2. Enter your **password**.
- 3. Click Login.



Home Page Navigation

After logging in, you will be redirected to the home page of your MyBenefits portal. From the home page, you can easily:

- (a) Click the **My Account** drop down menu to access your profile and your benefits.
- (b) Shop by **categories** such as Fitness Kits, Food, Home Diagnostics & Patient Aids.
- c.) Search by item # or product names.
- (d) View your **available benefit allowance**. As you add items to your cart, the balance will decrease based on the cost of the item.
- e View **cart total** to see the cost of all the items you have selected for purchase.
- (f) **Pay for items**. If your amount exceeds your benefit allowance, the system will ask for your payment information.



Activate your Card

Here's how to activate your card in the MyBenefits portal:

1. Click the My Account drop down menu and select FLEX.



- 2. Click Manage Card under the FLEX menu.
- 3. Select Activate Card and enter last four digits and expiration date of your card.



4. Click **Activate Card** once more to confirm your card information. A message will appear confirming your card activation.

Selecting Items

Your MyBenefits portal makes it easy to place an order.

1.On the left-hand side of the screen, you can search for items by:

- (a) **Categories** such as Fitness Kits, Food, and Home Diagnostic
- **Price** You can choose minimum and maximum prices to display items within those ranges
- (c) Benefit balance to ensure you spend within your allowance
- (d. Availability to view in-stock items



Selecting Items

2. Click Add to Cart when you see a product you would like to order.

- (a) Click the **product image to view product details**, 360° photos and related products.



Adding and Removing Items from Cart

- 1. Click the plus sign symbol + to order multiples of an item.
- 2. Click the minus symbol to decrease the quantity.
- 3. If you would like to remove an item from your cart, click the minus symbol until the quantity reads zero.



(a) When the quantity reads zero **0** the window outlined below will be displayed. Click **Yes** to continue or **No** to keep the item in your cart.



Placing an Order

- 1. Click **Proceed to Checkout** if you are finished shopping.
 - Click Continue Shopping if you would like to add more items to your cart.
- 2. After clicking **Proceed to Checkout** you will be directed to enter your shipping
- address. Be sure to confirm if your shipping address is the same as your billing address. If not, you will be prompted to enter your billing address.

Click Proceed to Payment to continue.



- 3. If your order total exceeds your benefit allowance, you will be directed to enter your payment information.
 - You can pay the remaining balance by filling out your credit/debit card or checking account information.
 - Click **Continue** once you are done filling out your payment information.



Placing an Order

- 4. Once you have entered your payment information, click Review your Order.
- 5. You will then be directed to review your order. If all the information on this page is correct click **Confirm & Pay**. If you need to change anything, click **Go Back**.

HOP BY CATEGORIES V Search by Item	Code & Product Name	٩	Balance \$58.00	₩.2024 〒 Cart \$7.00	 You Pay \$0.00
Address	Payment	Review	Order		
Shipping Address	Billing Address		Edit	Place yo	ur Order
1700 North University Drive, Plantation, FL 33322, United States	1700 North University Drive, Plantation, FL 33322, United States			Price Details Cart Total (1 item)	\$7.00
Payment Method Your order is fully covered by your benefit ca	rd!			Sales Tax 🕞	\$0.00 \$7.00 \$7.00
				You Pay	\$0.00
Cart Items (1)			Edit		
Almond Milk, 32 oz.		Quantity: 1	\$7.00 Tax Free	Disclaimer We strive to ensi information pro- site is correct. C manufacturers r other things, im	sure vided on this On occasion, nay, among provo altor or
Place your Order Go Back				other things, im change their pro formulas,	prove, alter or oduct

Manage Account

Your MyBenefits portal makes it easy to update personal details, edit your Personal Health Profile and view order history.

Personal Details

- 1. Click **My Account** in the top right corner of your screen to get started.
- 2. Click My Profile to update your personal information.
 - Click Save when you are done.
 - After clicking **Save** a confirmation message window will pop up. Click **Ok** to get redirected to your profile screen.

	HOP BY CATEGORIES	Beershilly Perin Code & Product Norme	٩	5 Balance \$200.00	18.00 \$3.0	ou Pay
N	My Profile					
	Account	Profile				
	Orders Ø Order History	Personal Details First Name* John		- Last Name' Smith		
		Phane Number * +1 (305) 509-6995		Email John.smith@gm	all.com	
		Address Details Address 1 3-52 New Churchill Road		Address 2 123 Summy Street	at	
		- Ciy" Miami	State Florida	v	- Zip Code* 500976	
		Login Details Charron Pass	word	Passaord		
		Login Details Change Pass	word	Parageort		

Please Note: If the information displayed is not correct, contact Member Services at (888) 268-5080 (TTY: 711) so we can update your information in our system.

Manage Account

Order History

1. Click Order History to view active orders and past orders.

Active orders in the MyBenefits portal are pending processing and shipping. **Past orders** have been processed and will include tracking information.



Questions?

If you have any questions about accessing your MyBenefits portal, please call (888) 268-5080 (TTY: 711). Language support services are available free of charge. Member Experience Advisors are available 8a.m. – 8p.m. 7 days a week



CareNCare.NationsBenefits.com

Google Play and the Google Play logo are trademarks of Google LLC., Copyright © 2023 Apple Inc. All rights reserved.

©2023 NationsBenefits, LLC. and NationsOTC, LLC. NationsOTC is a registered trademark of NationsOTC, LLC. All other marks are the property of their respective owners.

Care N' Care Insurance Company, Inc. (Care N' Care) is an HMO and PPO plan with a Medicare contract. Enrollment in Care N' Care depends on contract renewal.