

Priority Partners NationsBenefits® Rewards Frequently Asked Questions



Q: How do I claim my reward?

A: Visit PriorityPartners.NationsBenefits.com to claim your reward. Rewards are earned and loaded onto your card after each qualifying health activity has been completed.

Q: How long does it take to get my reward?

A: Allow up to 6 weeks for your reward to be processed.

Q: How do I get my rewards card?

A: Once you've completed a health activity, you can claim your reward card by registering on the Member Rewards Portal at PriorityPartners.NationsBenefits.com. The card is reloadable, so funds will be added to your card as health activities are completed and claimed (using the Portal). You must request your card by **March 1, 2027** in order to receive and use funds.

Q: What health activities can earn me a rewards card?

A: You can earn a rewards card by completing certain visits and health screenings for which you are eligible. See qualifying activities and dates for completing them at ppmco.org/rewards.

Q: When will I receive my rewards card?

A: If you're new to the Small Steps, Big Rewards program, you can request a card by registering at the Rewards Portal at PriorityPartners.NationsBenefits.com. Once registered, your card will be mailed within 7 to 10 business days after you've completed your first qualifying healthy activity. If you already have a Benefits Mastercard® Prepaid Card*, your rewards will be loaded on that card – no additional card is needed.

Q: How does NationsBenefits work with my health plan?

A: Priority Partners works with NationsBenefits to run the Rewards program. You can earn a Benefits Mastercard Prepaid Card when you complete certain health visits or tests.

Q: How do I check my rewards or manage my card online?

A: Visit PriorityPartners.NationsBenefits.com to log in. You can activate your card, check your balance and shop for health and wellness products with free shipping.

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

A: Download the Benefits Pro App on your phone from the App Store® or Google Play®.

Q: What can I spend my rewards card on?

A: You can use your Benefits Mastercard Prepaid Card anywhere Mastercard is accepted in the U.S. You can also shop for health and wellness products online through the Benefits Pro portal with free shipping.

Q: What if I don't have a rewards card? Can I still shop through the portal?

A: Yes! You can still shop even if you haven't earned a rewards card. Visit PriorityPartners.NationsBenefits.com to enjoy discounts on hundreds of health and wellness products with free shipping.

Q: What if I don't have a way to go online or use the app?

A: No problem! You can still take part in the Rewards program. Just call NationsBenefits at **877-475-7711 (TTY: 711)**. A Member Experience Advisor can help you check your rewards, get your card or answer your questions. They are available from **8 a.m. to 8 p.m. local time**. Language help is free.

Q: Do I have to give my bank information?

A: No. You do not need to share any bank or financial information. Your rewards are loaded onto a prepaid card. It can only be used at approved retailers or for eligible purchases.

Q: Who do I call with questions?

A: Call Member Services at **800-654-9728 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m.

*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.