NationsBenefits Member Portal User Guide

care n care
Insurance Company, Inc.

nations benefits

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

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.

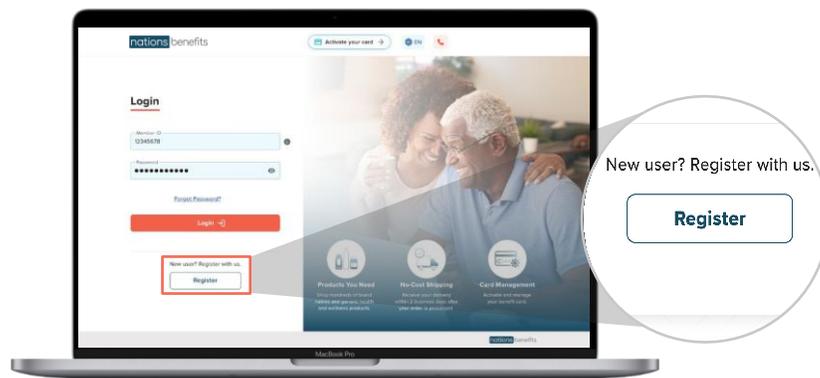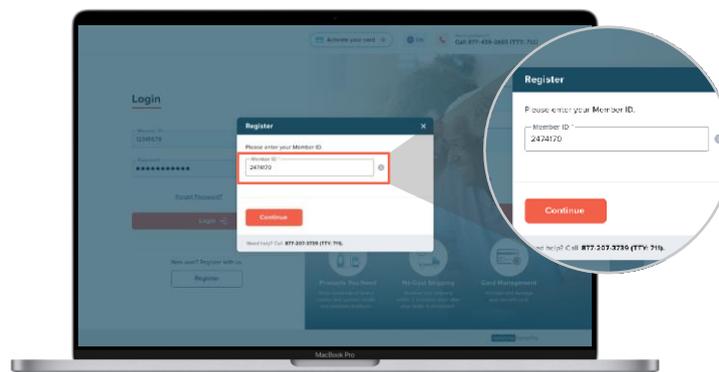Google Chrome   Firefox   Safari   Opera   Microsoft Edge

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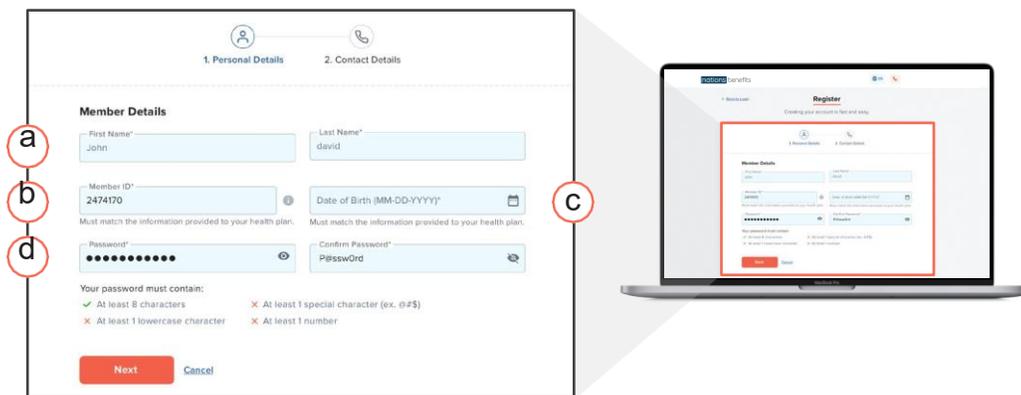
3. Click **Register**.

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.: $, @, %, &).
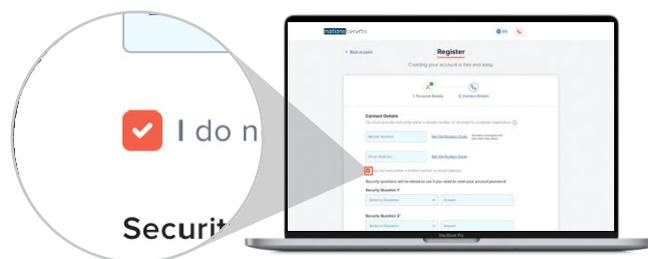

6. Fill out security questions to verify your account.
   We recommend one-word answers for the security questions.

   -OR-

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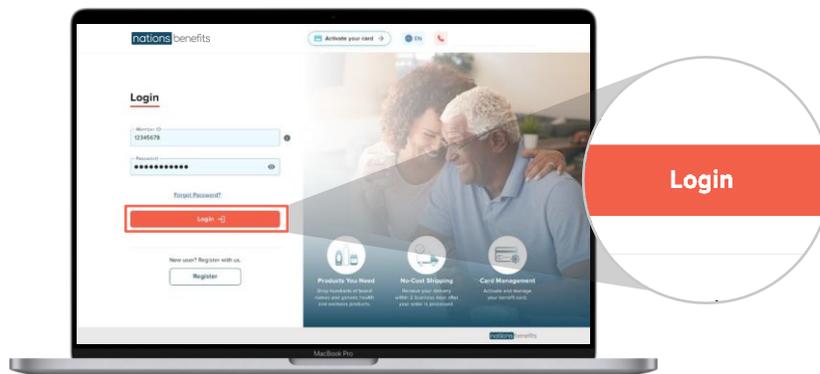   to receive a verification code to verify your account.

   Click **Create an Account.**

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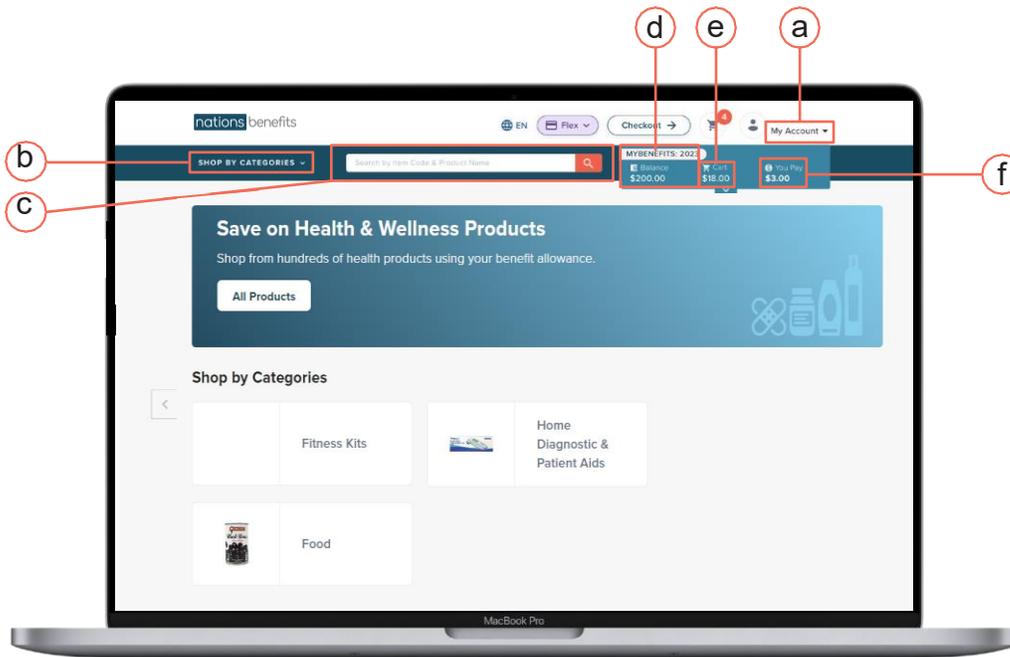
MyBenefits Portal Login

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.
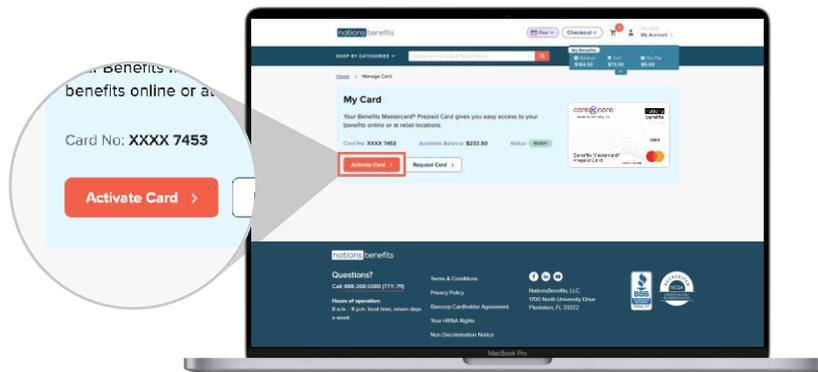
Activate your Card

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

1. Click the **My Account** drop down menu and select FLEX.
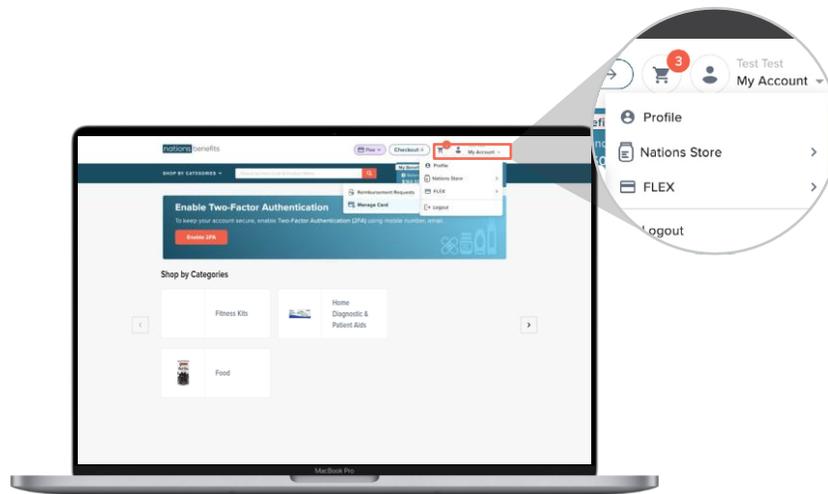
2. Click **Manage Card** under the **FLEX menu**.

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

(b) **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
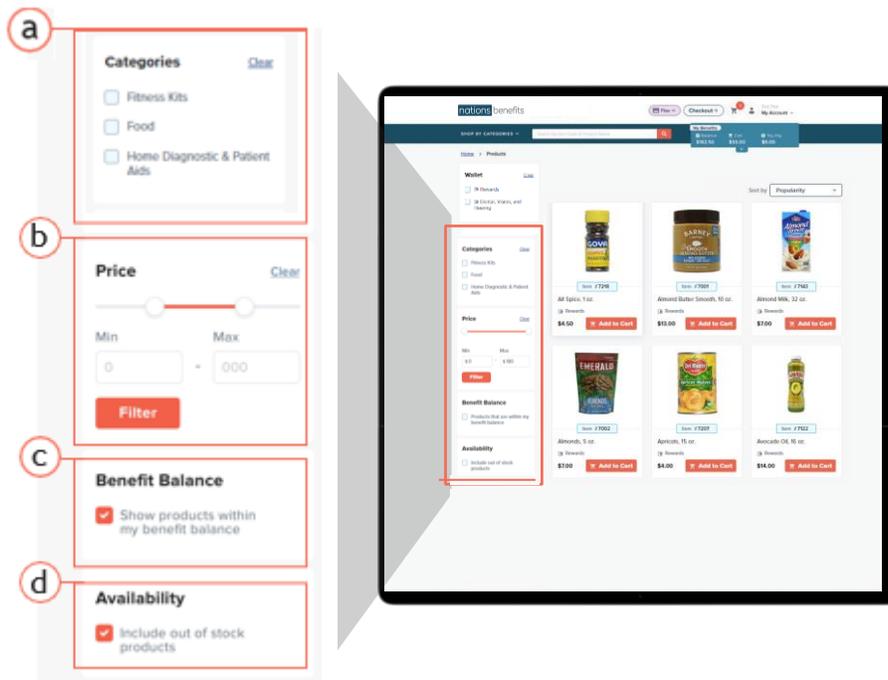
Selecting Items

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

   (a) Click the **product image to view product details**, 360º photos and related products.
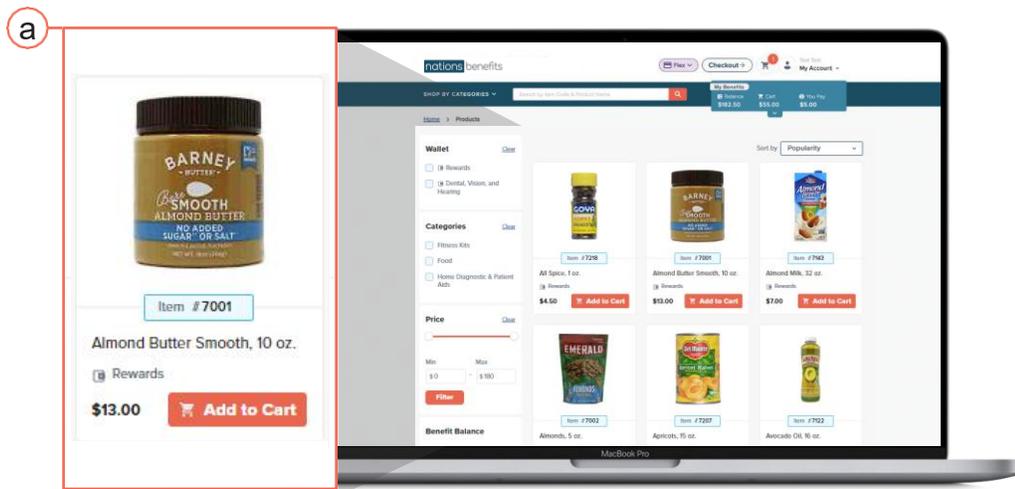
Adding and Removing Items from Cart

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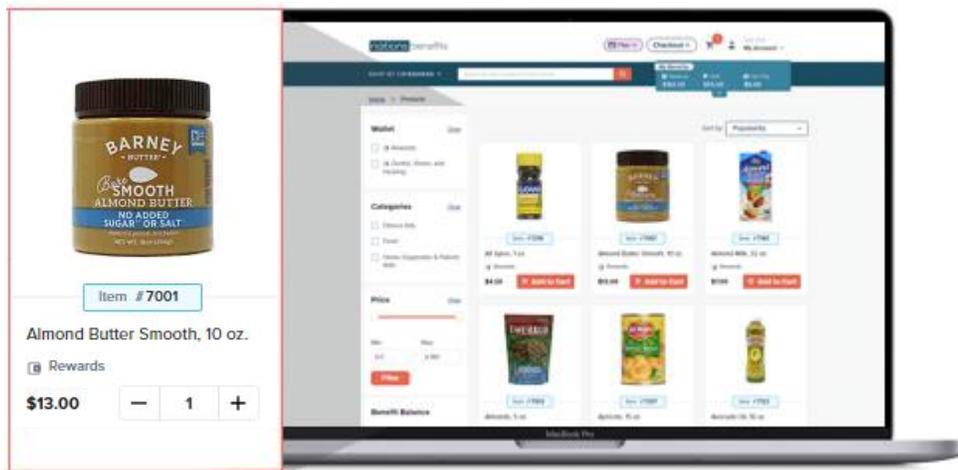
(a) When the quantity reads zero **0** the window outlined below will be displayed. Click **Yes** to continue or **No** to keep the item in your cart.
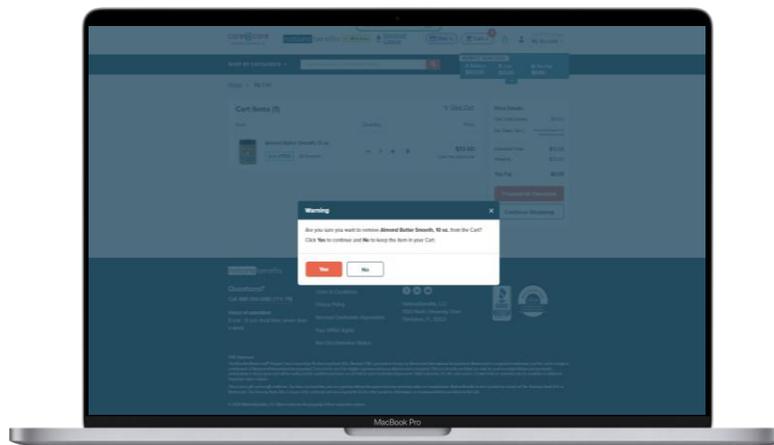
Placing an Order

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.

   Proceed to Payment

   If your order total exceeds your allowance amount, continue to step 3; if it does not, skip to step 5.
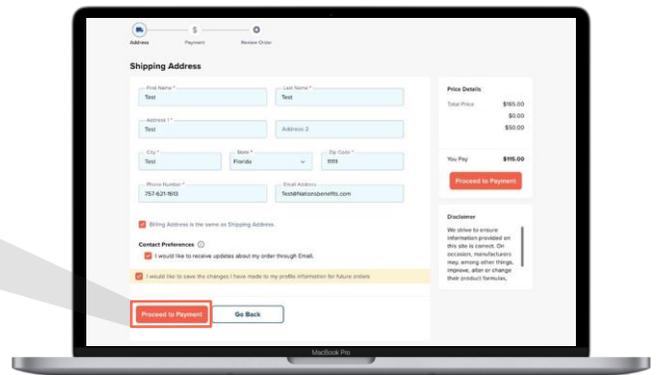
3. If your order total exceeds your benefit allowance, you will be directed to enter your payment information.

   • 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.
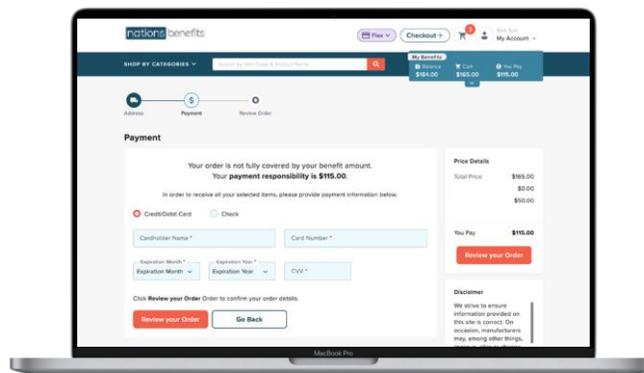
Placing an Order

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**.
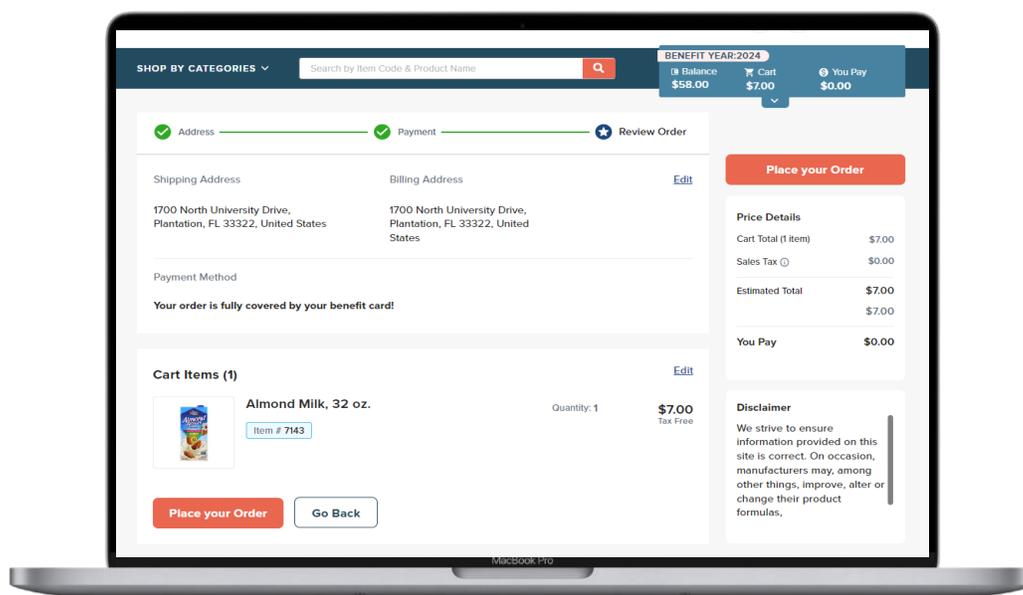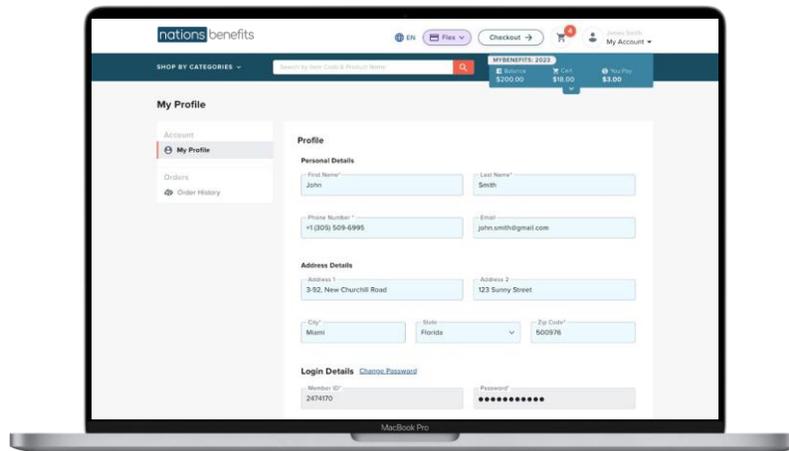
Manage Account

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.


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.
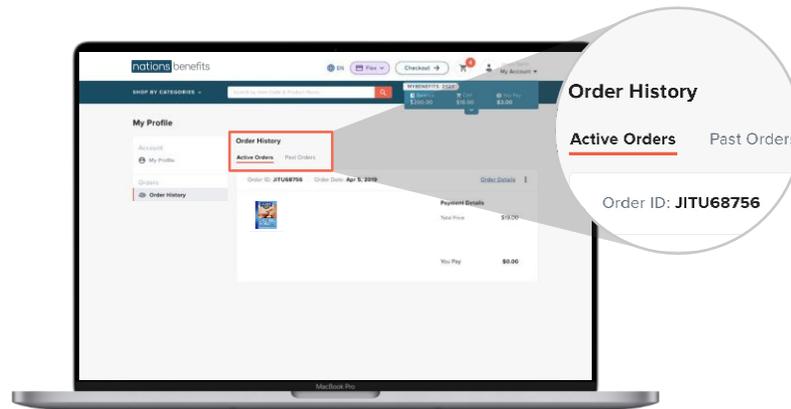
Questions?

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

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