

## Blue Benefit Bucks (BBB) | Member Rewards Program

The Member Rewards Program is one wallet on your Blue Benefit Bucks (BBB) card, a Benefits Mastercard® Prepaid Card. You can receive up to \$50 a year by completing a combination of eligible healthy activities.

### What is the Member Rewards Program?

The Member Rewards Program offers you up to \$50 annually when you take steps to protect your health. Your earned dollars are loaded on your Blue Benefit Bucks (BBB) card so you can spend your reward on what's most important to you.

### How do I earn a reward?

You may up to \$50 each year, when you complete a combination of the following activities:

- Annual Physical Exam (\$20)
- Breast Cancer Screening (\$20)
- Flu Shot (\$10)
- COVID-19 Booster (\$10)
- 10 or more in-person visits/month to your SilverSneakers gym (\$10)

### How do I access my Member Rewards dollars?

Your rewards dollars will be loaded on your BBB card approximately 8-10 weeks after the date of your completed activity. Your BBB card was mailed to you upon your plan enrollment.\*

*\*If your plan does not include the Flex Benefit Allowance or Over-the-Counter (OTC) allowance, you will receive a BBB card within 8-10 weeks after you've completed your first Member Rewards eligible activity.*

### What can I spend my Member Rewards on?

Your Member Rewards dollars may be used for healthy foods, eyewear, transportation, dental, and hearing, and over-the-counter (OTC) services beyond the benefit provided.

### What kind of healthy foods are eligible?

Eligible food items include but are not limited to: fresh fruits and vegetables, frozen produce and meals, healthy grains-cereals, nutritional shakes & bars, water/vitamin water. Approved retailers for healthy foods and over-the-counter (OTC) products include Walgreens, Walmart, and CVS. You can also order healthy foods on the NationsBenefits MyBenefits portal at [BlueKC.NationsBenefits.com](https://BlueKC.NationsBenefits.com). A full list of national retailers is available on the MyBenefits portal.

### Can I use my Rewards dollars for copays?

No. The Centers for Medicare and Medicaid Services (CMS) prohibits use on cost-sharing (copays).

### How can I manage my Member Rewards benefit?

Blue KC has partnered with NationsBenefits®. Register on the MyBenefits portal at [BlueKC.NationsBenefits.com](https://BlueKC.NationsBenefits.com). Your Rewards wallet will be displayed once you log in. You may also call NationsBenefits, 24/7, at 877-208-2596 (TTY: 711).

### When using my card, do I need to tell the cashier which BBB wallet I'm using?

No. The card technology automatically screens your purchases first for Over-the-Counter (OTC) eligibility, second for Flex Benefit Allowance, and lastly for any available Member Rewards.

### I've used all of my Member Rewards dollars for the year. Do I need to keep my BBB card?

Yes, keep your card. Your card will be reloaded every year, as long as the benefit is included in your plan.

### Will I need to establish a personal identification number (PIN) for my BBB card?

No. You will not receive a PIN for your card.

### What if my BBB card is not working at a particular merchant?

You may pay for the eligible items using personal funds and submit a request for reimbursement.

### How do I submit a request for reimbursement?

Request reimbursement through the MyBenefits portal. Once submitted, you can also check for updates and find tracking details on your request.

You can also request reimbursement by mailing itemized receipt with name, member ID, and date of birth to: Blue Medicare Advantage, Attn: Government Programs, P.O. Box 410080, Kansas City, MO 64141.

### I lost my BBB card. How can I get a new one?

Go to "manage card" on the MyBenefits portal to order a replacement card or contact NationsBenefits at 877-208-2596 to assist you. You may also call Blue Medicare Advantage Customer Service at 866-508-7140 (TTY:711) for assistance. Please allow 7-10 business days for your card to arrive in the mail.

### Can I load my BBB card information into a phone app and use the app to pay at the store?

No. You must use the physical card.

### Am I able to withdraw cash from my BBB card to pay for eligible items?

No. Use your BBB card for direct payment of items.

### Does my physical BBB debit card expire?

Yes your card will have an expiration date.

### What if I do not want to participate in the program?

You are not obligated to participate in any of our programs; however, you will automatically receive a reward when you complete eligible healthy activities.

### When do my earned Member Rewards expire?

Eligible activities must be completed in 2023, but you have until 3/31/24 to spend your reward dollars.

### What other benefits are included in the BBB program?

Most plans also include a Flex Benefit Allowance and Over-the-Counter (OTC) benefit.

### What if I have more questions about my BBB?

Our **Blue Medicare Advantage** Customer Service team is local and available at 866-508-7140 (TTY:711) where you will ALWAYS be treated with courtesy and respect.

### Benefits vary by plan.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Card can be used for eligible expenses wherever Mastercard is accepted. This is a benefits card that can only be used at certain Mastercard merchants participating in this program and will be authorized for qualified purchases as set forth in your Cardholder Agreement. Valid only in the U.S. No cash access. Certain of these materials may be available in additional languages upon request. 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. NationsBenefits is not a product or service of The Bancorp Bank, N.A. or Mastercard. The Bancorp Bank, N.A., is issuer of the card only and not responsible for the other products, information, or recommendations provided on this site. Visit [BlueKC.NationsBenefits.com](https://BlueKC.NationsBenefits.com) for more information. ©2022 NationsBenefits, LLC. All rights reserved. NationsBenefits is a registered trademark of NationsBenefits, LLC. Other marks are the property of their respective owners.

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