

Frequently Asked Questions



Q: How does NationsBenefits® work with my health plan?

A: **Alameda Alliance for Health** (Alliance) has partnered with NationsBenefits to administer your rewards and incentive benefit.

Q: How do I see my rewards options and available balance?

A: You have three convenient ways to see your rewards:

- Visit **www.AllianceWellness.NationsBenefits.com**
- Download the **Benefits Pro® App**
- Call **1.877.408.7542 (TTY: 711)**

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

A: Scan this QR code to download the Benefits Pro App to your mobile device from the App Store® or Google Play®.



Q: How do I receive reward funds?

A: Funds are earned and loaded onto your card approximately 90 days after each qualifying health activity has been completed.

Q: When will I receive my rewards card?

A: If you're new to the program, your rewards card will arrive in the mail within 7–10 business days after you are enrolled. Call **1.877.408.7542 (TTY: 711)** to activate your card.

Q: How soon will the rewards dollars show up on my account?

A: After a qualifying health activity, your reward is added to your current Benefits Mastercard® Prepaid Card approximately 90 days after you complete the service. You can track your rewards through the Benefits Pro Portal or App.

Q: What can I spend my rewards dollars on?

A: You can spend your rewards dollars on eligible Over-the-Counter (OTC) health items, wellness products, and other approved purchases. This may include things like pain relievers, dental care, vitamins, fitness supplies, and more. Check your Benefits Pro Portal, App or call us to find out what's covered under your specific plan and the local retailers where you can use your Benefits Mastercard® Prepaid Card.

Frequently Asked Questions



Q: What if I don't have a way to access the Benefits Pro Portal or App?

A: No problem! You can still participate in the Rewards & Incentives Program. Just call NationsBenefits at **1.877.408.7542 (TTY: 711)**. Member Experience Advisors can help with checking your rewards, completing actions, or getting answers to your questions. They can help you track your progress and provide support over the phone. Member Experience Advisors are available 8 am - 8 pm local time. Language support services are available at no cost.

Q: Do I have to give my bank information?

A: No. You do not need to share any banking or financial information to receive or use your rewards. Your rewards dollars are loaded directly onto your Benefits Mastercard® Prepaid Card, and can only be used at approved retailers or for eligible purchases.

Q: Who do I contact with questions?

A: If you have questions about your rewards and incentive benefit, please call NationsBenefits at **1.877.408.7542 (TTY: 711)**. Member Experience Advisors are available 8 am - 8 pm local time. Language support services are available at no cost.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., 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.

App Store® and the Apple Logo® are trademarks of Apple Inc. Google Play® and the Google Play® logo are trademarks of Google LLC.

©2025 NationsBenefits, LLC. All rights reserved. Other marks are the property of their respective owners.