

Frequently Asked Questions (FAQs)

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

A: **Alameda Alliance Wellness (HMO D-SNP)** has partnered with NationsBenefits to administer your Over-the-Counter (OTC) benefit.

Q: How do I place an order?

A: There are several ways you can place an order:

- Visit **www.AllianceWellness.NationsBenefits.com**
- Download the Benefits Pro® App
- Call **1.877.408.7542 (TTY: 711)**
- Complete and mail an order form

Important: We encourage you to allow extra time for mail orders. Mail orders take longer to process. If your order is not received by the 20th of the month, it may be processed for the following benefit period. If you want your order applied to the current benefit period, we recommend placing your order online or by phone.

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: What type of products are available to order?

A: You have access to a variety of OTC medications, health and wellness products, first-aid supplies, and other qualifying items.

Q: When will my order be delivered?

A: We ship orders in two (2) business days. Delivery time depends on where you live.

Q: Can I cancel my order?

A: Yes, you can cancel your order any time prior to shipping by calling NationsBenefits toll-free at **1.877.408.7542 (TTY: 711)**. You can also cancel your order in your Benefits Pro Portal or App within one (1) hour after your order is placed.

Q: Where does NationsBenefits® ship?

A: Orders can be shipped anywhere in the United States (U.S.), including Hawaii, and Puerto Rico.

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Q: Is there a cost for shipping?

A: No, your order will be shipped at no additional cost.

Q: How do I track my order?

A: You can track your order by logging into the Benefits Pro Portal or Benefits Pro App. Go to **Account > Order History > Order Details** to access your tracking ID and get real-time updates.

Q: What is the return or exchange policy?

A: Due to the personal nature of these products, we do not allow products to be returned.

Q: Who do I contact with questions?

A: If you have questions about your order, please call NationsBenefits toll-free 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.

Alameda Alliance Wellness is an HMO D-SNP plan with a Medicare contract and a contract with the California State Medi-Cal (Medicaid) Program. Enrollment in Alameda Alliance Wellness depends on contract renewal.

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