




VIVA MEDICARE

Your flex card puts you in charge.



Tips for Using Your Flex Card:

- ✓ When swiping your flex card at checkout in a store, choose “credit” and not “debit.” Your card does not come with a PIN. If you choose “debit” at checkout, your card will be declined, so always choose “credit.”
- ✓ This card cannot be used to pay for prescription drugs or products that are not plan-approved. Alcohol, tobacco, and gift cards are not approved to buy with your card. If you would like to buy items that are not plan-approved, use another form of payment.
- ✓ Download the BenefitsPro app to scan items in the store and make sure they are approved before checking out. 
- ✓ If you need to know your flex card balance, see if an item is approved, or report a lost or stolen card, call NationsBenefits at 1-877-209-5189 (TTY: 711) or login to your account at Viva.NationsBenefits.com.

Your plan comes with a flex card you can use at in-network stores and online to get over-the-counter (OTC) items, like bandages, vitamins, and much more. Members with certain chronic health conditions can also buy healthy foods with their flex card.¹ Use your flex card in person at these stores:

- Walmart
- CVS
- Kroger
- Rite Aid
- Walgreens
- Publix
- Dollar General



See a full list of stores where you can shop in person at VivaHealth.com/Medicare/Member-Resources.



Money is added to your card each month. VIVA MEDICARE *Extra Value* (HMO SNP) members get **\$50 each month**. VIVA MEDICARE *Extra Care* (HMO SNP) members get **\$65 each month**^{*}. Any unused amount on your flex card at the end of the month will not roll over to the next month.

If you don't want to go to an in-network store to use your flex card, you can have items shipped to your home from Walmart or NationsBenefits. Walmart orders over \$35 ship for free. Your flex card cannot be used to pay shipping fees if your order is under \$35. There is no shipping fee when you order from NationsBenefits.

Ways to place an order:



BY PHONE: Call 877-209-5189 (TTY: 711)
7 days a week, 8 am - 8 pm, except when closed for federal holidays



ONLINE: Go to Viva.NationsBenefits.com or walmart.com



BY MAIL: Fill out and return the order form in your catalog

^{*}The *Extra Care* plan is only for members in Jackson, Limestone, Madison, Marshall, and Morgan Counties. ¹The healthy food benefit is available to eligible chronically ill enrollees as Special Supplemental Benefits for the Chronically Ill (SSBCI). You may qualify for SSBCI if you have a high risk for hospitalization and require intensive care coordination to manage chronic conditions such as Diabetes, Overweight/Obesity, Cardiovascular Disorders, Chronic and Disabling Mental Health Conditions, or Chronic Musculoskeletal Disorders. For a full list of chronic conditions and to learn more about other eligibility requirements needed to qualify for SSBCI benefits, please refer to Chapter 4 in the plan's Evidence of Coverage. H0154_mcdoc4023r2A_C_09/04/2025