



New Supplemental Benefits for 2022

Currently we have a partnership with NationsHearing to administer the hearing aid benefit and audiology network for all HAP and HAP Empowered members. In 2020, NationsHearing rebranded to NationsBenefits. They began offering services in addition to hearing.

Effective January 1, 2022, we will expand our partnership with NationsBenefits to include four supplemental benefit programs. Please see the table below for an overview. These programs are free to eligible members.

Program and Description	Eligible Members
<p>NationsCare Companion Care benefit for members who are at risk for loneliness. It combats loneliness and social isolation by connecting companions with eligible members for companionship and help with instrumental activities of daily living. Eligible members will receive up to 8 hours a month of companion care.</p>	<ul style="list-style-type: none"> • HAP Medicare Advantage Individual* • HAP Empowered Duals (HMO SNP) <p>*Excludes HMO 015 and PPO 011 plans</p>
<p>NationsFlex Flex card benefit. It provides eligible members with a \$500/year flex Mastercard debit card to purchase healthy food items and pay for home modifications at select retail locations or to pay for a contractor to perform modifications up to the allowance coverage.</p>	<p>HAP Empowered Duals (HMO SNP)</p>
<p>NationsOTC Manages HAP's over-the-counter benefit. Hundreds of brand name and generic products, health and wellness items, first-aid supplies, and a variety of foods are available. Eligible members will receive a benefit allowance to spend through NationsOTC. Members will have access to 2-day shipping on most items.</p>	<ul style="list-style-type: none"> • HAP Medicare Advantage Individual • HAP Empowered MI Health Link • HAP Empowered Duals (HMO SNP)
<p>NationsResponse Personal Emergency Response (PERS) benefit for eligible members who are at risk for falling. Eligible members will receive a PERS device that aligns with their needs and 24/7/365 emergency support through NationsResponse.</p>	<ul style="list-style-type: none"> • HAP Medicare Advantage Individual* • HAP Empowered Duals (HMO SNP) <p>*Excludes HMO 015 and PPO 011 plans</p>