

Sentara Medicare grocery allowance frequently asked questions

Q: How do I qualify for the grocery allowance?

A: You must have a qualifying chronic condition to qualify for the grocery allowance. Fill out the required Health Condition Questionnaire and self-attest to at least one of the eligible chronic conditions listed below:

1. Chronic alcohol and other drug dependence
2. Certain autoimmune disorders
3. Cancer, excluding pre-cancer conditions
4. Certain cardiovascular disorders
5. Chronic Heart Failure
6. Dementia
7. Diabetes mellitus
8. End-stage liver disease
9. End-stage renal disease (ESRD) requiring dialysis (all models of dialysis)
10. Certain severe hematologic disorders
11. HIV/AIDS
12. Certain chronic lung disorders
13. Certain chronic and disabling mental health conditions
14. Certain neurologic disorders
15. Stroke

Q: How do I fill out the required Health Condition Questionnaire?

A: You can complete the Health Condition Questionnaire and see the list of eligible conditions online in the NationsBenefits® member portal at sentaramedicare.nationsbenefits.com/login, or by calling NationsBenefits Customer Service at 1-877-438-7521 (TTY: 711) from 8 a.m. to 8 p.m., 7 days a week.

Q: How often do I have to fill out the Health Condition Questionnaire?

A: You will have to re-attest to your chronic condition each January in order to start receiving your grocery allowance funds in January of that year.

Q: Does Sentara Medicare verify the chronic condition(s) I self-attest to?

A: Yes. We check our claims data to verify you have the chronic condition you self-attested to having. If we do not have a claim on file, we will request that you submit documentation to verify you have the chronic condition you self-attested to having.

Q: How can I submit my documentation?

A: You can submit your documentation one of these ways.

- You can upload your documentation through the NationsBenefits member portal.
- You can email your documentation to SSBCI@sentara.com.
 - You will receive an auto reply confirming receipt of your email
- You can mail your documentation to us:
Sentara Health Plans
ATTN: SSBCI
P.O. Box 66189
Virginia Beach, VA 23464

Q: What will happen if I don't submit my documentation by March 15th?

A: If you don't submit your documentation by March 15th, we can't guarantee that we will be able to process it in time for you to receive your grocery allowance for the month of April.

Q: What documentation is acceptable to submit to verify I have the chronic condition I self-attested to having?

A: You can submit any of the following:

- A letter from your physician stating the chronic condition you were diagnosed with. This letter should be on your physician's letterhead.
- An Explanation of Benefits (EOB) that lists your chronic condition diagnosis.
- An official prescription from a physician for a chronic condition diagnosis.

Please note: any documentation written by a member will not be accepted.

Q: How will I know if my chronic condition has been verified?

A: If your chronic condition has been verified, you will receive a letter in the mail letting you know. You will not have to take any further action to continue to receive your grocery allowance for 2025.

Q: What if my chronic condition is not verified?

A: Our outreach team will reach out to you and ask you to submit a different document. If we cannot verify that your chronic condition is eligible to receive the grocery allowance, you will receive a letter in the mail letting you know.

Q: My plan is Sentara Community Complete (HMO D-SNP), Sentara Medicare Engage – Diabetes and Heart (HMO C-SNP), or Sentara Medicare Engage – Lung (HMO C-SNP), do I need to self-attest to a chronic condition again?

A: No. If you are on one of the special needs plans listed in this question, you do not need to re-attest to your chronic condition.

Q: If I already have a prepaid flex card, how long does it take to receive my grocery allowance once my chronic condition is verified?

A: Your grocery allowance funds will be loaded onto your prepaid flex card within 5-10 business days of your chronic condition being verified.

Q: If I don't have a prepaid flex card yet, how long does it take to receive my prepaid flex card once my chronic condition is verified?

A: You will receive your prepaid flex card by mail within 14 business days, loaded with the applicable allowance amount, once your chronic condition has been verified.

Q: When will my grocery allowance funds be available each month?

A: Your grocery allowance funds will be available on your prepaid flex card and in your NationsBenefits member portal on the first of each month for the remainder of the plan year.

Q: Is there a way to use my grocery allowance funds before my prepaid flex card arrives?

A: Yes. Your grocery allowance funds will be loaded onto your account in the NationsBenefits member portal within 5-10 business days of verifying your chronic condition. You can shop for non-perishable grocery items once your balance is loaded. There's no additional cost for home delivery.

Q: Do my grocery allowance funds rollover to the next month if I don't use them all?

A: No. If you have any unused grocery allowance funds at the end of the month you will lose them.

Q: What should I do if I did not receive my prepaid flex card within 14 business days of my chronic condition being verified?

A: You should contact NationsBenefits at 1-877-438-7521 (TTY: 711) from 8 a.m. to 8 p.m., 7 days a week.

Q: How can I request a replacement prepaid flex card if I lost mine?

A: If you have lost your prepaid flex card, please contact NationsBenefits at 1-877-438-7521 (TTY: 711) from 8 a.m. to 8 p.m., 7 days a week.

Q: How do I activate my prepaid flex card?

A: You can activate your prepaid flex card by visiting SentaraMedicare.NationsBenefits.com/Activate or calling 1-877-205-8005 (TTY: 711), 24/7/365.

Q: Where can I use my grocery allowance?

A: You can use your grocery allowance on your NationsBenefits member portal. You can shop for non-perishable grocery items once your balance is loaded. There's no additional cost for home delivery. You can also shop in person at retail locations that operate as grocery stores, including Food Lion, Harris Teeter, Kroger, and Walmart.

Q: What products can I purchase using my prepaid flex card?

A: Through your NationsBenefits member portal, you can purchase non-perishable grocery items. In participating grocery stores, you can purchase any grocery product.

Q: Are there any restrictions to what I can buy with my prepaid flex card?

A: You cannot purchase alcohol, tobacco, or firearms with your prepaid flex card.

Q: What should I do if my prepaid flex card is declined at a grocery location?

A: Please check to be sure your prepaid flex card has been activated and has sufficient funds to complete the transactions. If the issue persists, please contact NationsBenefits at 1-877-438-7521 (TTY: 711) from 8 a.m. to 8 p.m., 7 days a week.

Q: How can I check my grocery allowance balance?

A: You can check your grocery allowance balance in the NationsBenefits member portal at SentaraMedicare.NationsBenefits.com or by calling 1-877-438-7521 (TTY: 711) from 8 a.m. to 8 p.m., 7 days a week.

Q: Should I use my prepaid flex card as credit or debit?

A: You should try to use your prepaid flex card as credit to avoid having to enter your PIN. If you use your prepaid flex card as debit, a PIN will be required. You can access and change your PIN by calling 1-877-438-7521 (TTY: 711) from 8 a.m. to 8 p.m., 7 days a week.