



NationsBenefits Test Card Frequently Asked Questions (FAQ)

Question: What is the intent of a test card?

Answer: The intent of the test card is to provide you and your team confidence that the card configurations align with the expected settings agreed upon during the benefit configuration signoff.

Question: Will additional testing be completed by NationsBenefits?

Answer: Yes, NationsBenefits has conducted comprehensive testing to ensure that all purse configurations function as anticipated. The distribution of test cards to your team offers a preview of the member experience.

Question: Do I have to activate my card prior to using it at retail locations?

Answer: No, the test cards will be delivered activated and can be used immediately upon receipt.

Question: How do I know which purses and allowances are loaded onto my test card?

Answer: Refer to the "NB Testing Scenarios" document shared with your team to confirm the purses and allowances loaded onto your test card.

Question: What should I do with the products purchased using the funds loaded to the test cards?

Answer: Unless directed otherwise by your health plan, you can retain the products purchased using the funds loaded onto the test cards.

Question: What should I do with my test card once the testing phase ends?

Answer: Please discard your test card once the testing phase concludes.

Question: How will the test cards be funded? Is prefunding necessary?

Answer: No prefunding is required. NationsBenefits will handle the upfront funding. After the testing phase, Nations will reconcile and bill the health plan directly for the used funds.

Question: If a test scenario fails, will there be an opportunity for retesting?

Answer: If a scenario fails, NationsBenefits will assess if it was a configuration issue or a point-of-sale error. Configuration issues will be promptly corrected and updates, allowing for an additional testing phase.

Question: How can I identify the test card in the mail?

Answer: The test cards will arrive in a generic card package with the NationsBenefits logo on the envelope window. Note that the card package may be enclosed within an outer FedEx envelope.

Question: Why were my test cards delivered without plan information?

Answer: Test cards use generic materials, but their configurations mirror what will be used in your membership during the 2024 benefit year.

Question: Can I expand the testing group and request additional test cards?

Answer: Unfortunately, due to limited quantities, there's no opportunity to expand the testing group or request additional test cards.