$35/QUARTER IN ELIGIBLE EXPENSES WITH YOUR OTC CARD

KEEP THIS LIST HANDY! IT CAN HELP YOU SAVE NEXT TIME YOU SHOP.
Follow these easy steps to start using your Healthfirst OTC card benefits.

**STEP 1  Activation**

Please call Card Services at 1-888-682-2400 (24 hours a day, 7 days a week) or visit otcnetwork.com/member to activate your OTC card.

**You will need to provide:**

1. The OTC card number printed on the front of the card
2. Your Healthfirst Signature (HMO) Plan Member ID card number
3. Your birthdate (two-digit month, two-digit day, and four-digit year; for example, 05/20/1955)

**STEP 2  Visit a participating store or online retailer**

Take your activated Healthfirst OTC card with you to a participating store and select the approved items you want to purchase. A wide variety of retailers are part of the OTC network, from national chains to your local pharmacy. You do not need a prescription or have to visit the pharmacy window.
You can also shop online at Nations OTC. Call 1-877-236-7027 (TTY 711), Monday to Friday, 8am–8pm, or visit NationsOTC.com/Healthfirst. Please have your 19-digit OTC card number available.

**STEP 3 Pay for your items**

Take your items to the front checkout lanes. When you check out, swipe your OTC card for payment. Purchases of approved items are automatically deducted from your card balance. **Unused balances will automatically expire at the end of each quarter or upon disenrollment from the plan.**

Please remember to activate and bring your OTC card with you when you shop. You cannot use your Healthfirst Member ID card to pay for non-prescription drugs or health items.

To locate a participating retailer or check your card balance, you may:

1. Visit otcnetwork.com/member, 24 hours a day, 7 days a week
2. Call your Member Services team at 1-855-771-1081 (TTY 1-888-542-3821), 7 days a week, 8am–8pm (October through March), and Monday to Friday, 8am–8pm (April through September).
Use your Healthfirst OTC card only on items you buy for yourself—not for family or friends.

If you purchased approved OTC items and couldn’t use your Healthfirst OTC card, you may submit an Over-the-Counter (OTC) Reimbursement Claim Form. This form is available at healthfirst.org/otc or by calling your Member Services team at 1-855-771-1081 (TTY 1-888-542-3821), 7 days a week, 8am–8pm (October through March), and Monday to Friday, 8am–8pm (April through September).

Your card must be activated and you must follow all instructions on the form to receive reimbursements.
Items you **CAN** buy with your Healthfirst OTC card

**COLD AND ALLERGY**

- Allergy, Sinus, and Combination Liquids and Tablets*
- Asthma Preparations*
- Cold and Flu Preventives and Symptom Reducers*
- Cough Drops, Liquids, and Sore Throat Relief
- Nasal Sprays, Drops, Inhalers, Moisturizers, and Washes*
- Nasal Strips and Snore Relief
- Vapor Products (includes Waterless Vaporizers)
**COMPRESSION SUPPORT**

Medical Compression Sleeves and Garments

Men’s Support Hose and Accessories+

Women’s Support Hose and Accessories (Full and Maternity, Knee-High, Thigh-High, and Waist-High)+

**DIABETES CARE**

Diabetes Care Accessories**+

Urine Testing Strips and Tablets**+

**DIGESTIVE HEALTH**

Acid Controllers and Antacids

Anti-Diarrheal Liquids and Tablets*

Anti-Gas Products*

Digestive Aids*

Enemas, Laxatives (Suppositories, Liquids, Tablets, and Powders), Stool Softeners, and Kits, etc.]*

Fiber Products*

Hemorrhoid Treatments, Wipes, and Washes

Lactose Intolerance Products*

Multi-Symptom and Nausea Products*
## EYE AND EAR CARE

- Contact Lens Care and Saline Solutions
- Dry Eye Relief
- Ear Drops and Syringes
- Eye Preparations, including Sleep Masks
- Eye Wash

## FIRST AID

- Adhesive and Liquid Bandages
- Antibiotic Products
- Anti-Itch Treatments (including Hydrocortisone Products), Jock Itch, and Insect Bite Remedies
- Antiparasitic (Lice, Roundworms, Tapeworms, etc.) Treatments and Accessories
- Antiseptics and Medicated Products (includes Alcohol, Peroxide, Epsom Salt, etc.)
- Finger Cots and Splints
- First Aid Dressings, Gauze, Kits, Tapes, Treatments, and Supplies+
- Skin Protectants (including Petroleum Jelly)
- Skin Remedies (including Burn and Scar Treatments)
Surgical Bandages and Dressings
Wound Cleansers (including Salines)

FOOT CARE
Antifungal Creams, Liquids, Powders, and Sprays
Corn, Callus, and Bunion Pads
Corn, Callus, and Wart Removers
Foot Pain Relief
Nail Fungus Treatments

HEALTH SUPPORTS
Arm Slings and Cervical Collars
Braces:
- Pelvic and Back
- Shoulder and Clavicle
Elastic Bandages
Electric Heating Pads
Hot/Cold Therapy

Joint Warmers and Arthritis Relief

Protective Guards

Supports:
- Abdominal
- Ankle
- Elbow
- Elbow and Arm
- Foot
- Hand and Wrist
- Hernia
- Knee
- Orthopedic
- Rib (Belts)
- Surgical
- Thigh, Calf, and Shin

HOME HEALTHCARE

Blood Pressure Kits and Accessories*

Diagnostic Products (Home Test Kits)*

Dressings⁺:
- Alginate
- Collagen
- Foam
- Gauze (includes Pads, Sponges, and Packing)
- Hydrocolloid/Hydrogel
- Transparent

Stethoscopes, Professional Diagnostics, and Accessories*

Tapes, Wraps, and Compression⁺

Thermometer, Fever Strips, and Accessories*

Wound Cleansers, Treatments, and Accessories⁺
INCONTINENCE

Antifungals

Deodorizers

Disposable Briefs, Underpads, and Undergarments

Disposable Pads, Shields, Guards, and Drip Collectors

Incontinence Cleansers and Washes

Reusable Garments and Underpads

Wipes and Towelettes

ORAL CARE

Dental Gum

Denture Adhesives, Cleaners, and Accessories

Denture Repair and Pain Relief (including Temporary)*

Dry Mouth Products*

Floss and Flossers*

Gum Care and Interdental

Oral Pain Relief and Mouth Sores (including Fluoride Treatments)*

Toothbrushes, Refills, and Accessories

Toothpaste, Tooth Powder, and Treatments (Regular and Sensitive)
PAIN RELIEF

- Acetaminophen*
- Aspirin and Combinations*
- External Muscle and Joint Pain Relief Creams, Ointments, Gels, Lotions, Liquids, Roll-ons, Sprays, Patches, Pads, and Rubs
- Feminine Pain Relief*
- Ibuprofen and Other Anti-Inflammatories*
- Nighttime Pain Relief*
- Restless-Leg Treatments
- Sleep Aids, Sedatives, Stimulants, and Motion Sickness Products*
- Specialty (including Topical Headache and Fever Relief) (Adult)

PATIENT SKIN CARE (EXCLUDES PERINEAL)

- Acne Medications (including Creams, Gels, Lotions, Patches, Pads, and Masks)
- Acne Soaps, Cleansers, Astringents, Toners, and Pads
- Antifungals

SMOKING DETERRENTS

- Nicotine Patches, Gum, etc.*+
SUN CARE

Sun Protection

VITAMINS AND DIETARY SUPPLEMENTS

Calcium*

Eye Health Vitamins*

Iron*

Mineral Supplements*

Multi-Minerals*

Multivitamins and Multivitamins with Minerals*

Single-Entity Mineral Supplements*
Single-Entity Vitamins*
Vitamin B and Vitamin B Complex*
Vitamin C*
Vitamin D*
Vitamin E*

WEIGHT CONTROL/
NUTRITIONAL FOOD

Food Scales* and Pedometer

* Dual Purpose These are products or medicines you should purchase only on the advice of your physician. They may be available to you or covered under another part of your Medicare or Medicaid coverage. Medicare Advantage plans may offer, as a supplemental benefit, health-related items and medications that are available without a prescription and that are not covered by Medicare Part A, B, or D.

+ In certain situations, items in these categories may be covered under Medicare Part B or D. When an item is covered by Part B or D, you should not use your OTC benefit card to buy it, because it is covered by Medicare and is not part of your supplemental OTC benefit. For example, gauze may be covered under Part B when it is being used, by prescription, to perform surgical wound dressing changes. In these situations, you should present your prescription and your Healthfirst Medicare Plan Member ID card at the pharmacy counter.
Items you CANNOT buy with your Healthfirst OTC card

Alternative Medicines: Botanicals, Herbals, Probiotics, and Nutraceuticals

Athletic Supports and Caps

Baby Care Medicines, Diapers, and Formula

Cleansers or Soaps (except for Acne Use)

Contraceptives

Convenience Items: Scales¹, Fans, Magnifying Glasses, Foot Insoles, Gloves

Cosmetic Products of Any Kind

¹ Some items may be available for purchase with a prescription at participating pharmacies.
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<thead>
<tr>
<th>Category</th>
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<tr>
<td>Dehydration Drinks</td>
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<td>Deodorants</td>
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<tr>
<td>Diuretics</td>
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<tr>
<td>Dry Skin Moisturizers and Lotions</td>
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<tr>
<td>Enzymes, Essential Fatty Acids, and Specialty Supplements (Fish Oil, Flax Seed Oil, Glucosamine, Omega 3, and Chondroitin)</td>
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<tr>
<td>Eye and Facial Makeup Preparations</td>
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<tr>
<td>Eyeglasses and Lens Accessories</td>
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<tr>
<td>Face Cream</td>
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<tr>
<td>Feminine Personal Care (Antifungal, Douches, Tampons, and Pads)</td>
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<td>Food Products or Supplements</td>
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<tr>
<td>Grooming Devices</td>
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<tr>
<td>Hair Color/Hair Products</td>
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<td>Homeopathic Kits and Single Remedies</td>
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<td>Lip Balm</td>
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<td>Lipstick</td>
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<tr>
<td>Medical Nutritional and IV Therapy</td>
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<tr>
<td>Men’s Grooming</td>
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<tr>
<td>Mouthwash</td>
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<tr>
<td>Nutritional Foods (Bars, Beverages, Liquids, and Powders)</td>
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</tbody>
</table>
Orthopedic Aids (Footwear, Warmers, Boots, and Post-Operative Shoes)

Perfumes

Physical and Fitness Equipment
Weights Mixed/Miscellaneous
Physical Fitness (includes Yoga/Exercise Mats)

Pregnancy Tests

Prenatal Vitamins

Replacement Items:
  – Hearing Aid Batteries
  – Contact Lens’ Containers

Shampoo

Teeth-Whitening Products

Toiletries

Weight Control Tablets, Caps, etc.

Weight Loss Cleansing and Detox

1 **Non-Approved Item Exceptions**
   For certain very specific diseases (i.e., congestive heart failure or liver disease), you may qualify for reimbursement of the purchase of scales, provided you have discussed the purchase with your doctor, who verbally recommends the purchase due to the specific disease. Reimbursement for the purchase of early-diagnosis pregnancy items through the OTC benefit is available if your provider verbally recommends these diagnostic items for a specific disease or condition where early diagnosis affects medical treatment or medication.
The OTC allowance and items eligible for purchase may vary by plan and are subject to change.

Coverage is provided by Healthfirst Health Plan, Inc. Plans contain exclusions and limitations.

Healthfirst Medicare Plan, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-305-0408 (TTY 1-888-867-4132).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-305-0408 (TTY 1-888-542-3821)。
Call your Member Services team at

1-855-771-1081

TTY 1-888-542-3821)

7 days a week, 8am–8pm
(October through March), and
Monday to Friday, 8am–8pm
(April through September).

healthfirst.org/medicare