

2020

Healthfirst Life Improvement Plan (HMO SNP)

List of Approved
Over-the-Counter (OTC) Purchases





Healthfirst Life Improvement Plan (HMO SNP)

Approved
OTC Purchases

UP
TO \$**140**/MONTH

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

If you are a current member and already have an OTC card, you can continue using it. Your preset benefit amount will automatically be added to your OTC card in January. If you are new to a Healthfirst Medicare plan or have never activated your OTC account, please call Card Services at **1-888-682-2400** (24 hours a day, 7 days a week) or visit www.otcnetwork.com/member.

You will need to provide:

- 1** The OTC card number printed on the front of the card
- 2** Your Healthfirst Medicare Plan Member ID card number
- 3** Your birthdate (two-digit month, two-digit day, and four-digit year; for example, 05/20/1930)

STEP 2 Visit a participating store

Take your activated Healthfirst OTC card 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 to visit the pharmacy window.

STEP 3 Pay for your items

Take your items to the front checkout lanes. When you check out, swipe the card for payment. Purchases of approved items are automatically deducted from your card balance.

Unused balances will automatically expire at the end of each month or upon disenrollment from the plan.

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

- 1** Visit www.otcnetwork.com/member, 24 hours a day, 7 days a week
- 2** Call Member Services at **1-888-260-1010** (TTY 1-888-542-3821), 7 days a week, 8am–8pm

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 <https://healthfirst.org/forms-and-documents> or by calling Member Services at **1-888-260-1010** (TTY 1-888-542-3821), 7 days a week, 8am–8pm.

You must follow all instructions on the form to receive reimbursement.

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

Diuretics*

Weight Control Tablets, Caps, etc.

Weight Loss Cleansing and Detox*

Food Scales

***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

Lip Balm

Cleansers or Soaps
(except for Acne Use)

Contraceptives

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

Cosmetic Products of Any Kind

Dehydration Drinks

Deodorants

Dry Skin Moisturizers and Lotions

Enzymes, Essential Fatty Acids, and Specialty Supplements (Fish Oil, Flax Seed Oil, Glucosamine, Omega 3, and Chondroitin)

Eye and Facial Makeup Preparations

Eyeglasses and Lens Accessories

Face Cream

Feminine Personal Care (Antifungal, Douches, Tampons, and Pads)

Food Products or Supplements

Grooming Devices

Hair Color/Hair Products

Homeopathic Kits and Single Remedies

Lipstick

Medical Nutritional and IV Therapy

Men's Grooming

Mouthwash

Nutritional Foods (Bars, Beverages, Liquids, and Powders)

Orthopedic Aids (Footwear, Warmers, Boots, and Post-Operative Shoes)

Perfumes

Physical and Fitness Equipment

Pregnancy Tests¹

Prenatal Vitamins

Replacement Items:

- Hearing Aid Batteries
- Contact Lens' Containers

Shampoo

Teeth-Whitening Products

Toiletries

¹Non-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.

NOTES

Coverage is provided by Healthfirst Health Plan, Inc.

Healthfirst Health Plan, Inc. is an HMO plan with a Medicare contract and a Coordination of Benefits Agreement with the New York State Department of Health. Enrollment in Healthfirst Medicare Plan depends on contract renewal.

Healthfirst 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 Member Services at

1-888-260-1010

(TTY 1-888-542-3821)

7 days a week, 8am–8pm

www.healthfirst.org/medicare