List of Approved Over-the-Counter (OTC)/Healthy Foods and Produce Purchases
Healthfirst Life Improvement Plan (HMO SNP)

Approved OTC/ Healthy Foods and Produce Purchases

$145/MONTH

IN ELIGIBLE EXPENSES WITH YOUR OTC/ HEALTHY FOODS AND PRODUCE CARD

KEEP THIS LIST HANDY! IT CAN HELP YOU SAVE NEXT TIME YOU SHOP.
An overview of the OTC/Healthy Foods and Produce benefit

As a Healthfirst Life Improvement Plan (HMO SNP) member, you have a total OTC/Healthy Foods and Produce allowance of $145 per month.

You will receive a Healthfirst OTC/Healthy Foods and Produce card that can be used for purchasing Healthfirst-approved, nonprescription, over-the-counter drugs and health-related items and certain healthy foods and produce items from an approved list of participating locations and online at NationsOTC.com/Healthfirst.
Please refer to the OTC/Healthy Foods and Produce Retailer Listing for participating retailers. You can also shop online at NationsOTC.com/Healthfirst.

For more information, contact Healthfirst Member Services at 1-888-260-1010, 7 days a week, 8am–8pm (October through March), and Monday to Friday, 8am–8pm (April through September).

**OTC/Healthy Foods and Produce items may only be purchased for the member and not for family members or friends.**

The OTC/Healthy Foods and Produce card is not a debit or credit card and cannot be converted to cash, nor can it be used to purchase Part B or Part D covered prescription drugs.

Certain brands may not be eligible at all locations. The list of eligible items may vary from month to month. Items may change, depending on availability. Limitations and restrictions may apply.
Follow these easy steps to start using your Healthfirst OTC/Healthy Foods and Produce card benefits

**STEP 1 Activation**

If you are a **current member** and already have an OTC/Healthy Foods and Produce card, you can continue using it. Your preset benefit amount will automatically be added to your card in January. Please ensure that your card is activated to receive your monthly benefit before the card can be used.

If you are **new** to a Healthfirst Medicare Advantage plan or have never activated your account, please call Card Services at **1-888-682-2400** (24 hours a day, 7 days a week) or visit [otcnetwork.com/member](http://otcnetwork.com/member) to activate your OTC/Healthy Foods and Produce card.

**You will need to provide:**

1. The OTC/Healthy Foods and Produce card number printed on the front of the card
2. Your Healthfirst Life Improvement 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/Healthy Foods and Produce card to a participating store and select the approved items you want to purchase. A wide variety of retailers are part of the OTC/Healthy Foods and Produce network, from national chains to your local pharmacy. You do not need a prescription or 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/Healthy Foods and Produce card number available.

STEP 3  Purchasing over-the-counter items and selected healthy foods and produce items

In this brochure, we’ve listed the various types of items you can purchase with your OTC/Healthy Foods and Produce card. For a full list of items you can purchase, visit otcnetwork.com/member.
STEP 4  Pay for your items

Take your items to the checkout counters. When you check out, swipe your OTC/Healthy Foods and Produce card for payment. Purchases of approved items are automatically deducted from your card balance.

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

Remember to bring your OTC/Healthy Foods and Produce card with you when you shop. You need it to access your benefit. You cannot use your Healthfirst Member ID card or Medicare card to pay for non-prescription drugs, health items, healthy foods or produce.
To locate a participating retailer or check your card balance, you may:

1. Visit [otcnetwork.com/member](http://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 (October through March), and Monday to Friday, 8am–8pm (April through September).

If you purchased approved OTC items and couldn’t use your Healthfirst OTC/Healthy Foods and Produce card, you may submit an Over-the-Counter (OTC) Reimbursement Claim Form. This form is available at [healthfirst.org/otc](http://healthfirst.org/otc) or by calling Member Services at **1-888-260-1010** (TTY 1-888-542-3821), 7 days a week, 8am–8pm (October through March), and Monday to Friday, 8am–8pm (April through September).

Please note your card must be activated and you must follow all instructions on the form to receive reimbursement.
Items you **CAN** buy with your Healthfirst OTC/Healthy Foods and Produce 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 Saline)

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

### 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*
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.
## DIABETES CARE/NUTRITION

### Diabetes Nutritional Bars

### FOOD

- Cereal (hot and cold)
- Dairy (milk, butter, cheese, sour cream, whipped cream)
- Eggs and Egg Substitutes
- Fruit (fresh, frozen, and dried)
- Herbs, Spices, and Seasoning
- Meat (fresh, frozen, and canned)
- Nut Butters
- Nut and Soy Milks
- Nuts, Seeds, and Trail Mix
- Oils
- Rice, Whole Grains, Pasta, Beans (dry and canned)
- Seafood (fresh, frozen, and canned)
- Soup
- Sugar and Salt Substitutes
- Tomato Sauce
- Vegetables (fresh and frozen)
Talk to your primary care provider (PCP) about which grocery items you should buy to better manage your health and/or chronic illness.
Items you **CANNOT** buy with your Healthfirst OTC/Healthy Foods and Produce card

Alternative Medicines:
- Botanicals
- Herbals
- Probiotics
- Nutraceuticals

Athletic Supports and Caps

Baby Care Medicines, Diapers, and Formula

Bakery (Pies, Cakes, Muffins)

Beverages (Soda)

Breakfast Foods (Toaster Pastries, Cereal Bars, Granola)
Cake/Cookie Mixes
Cleansers or Soaps (except for Acne Use)
Condiments, Sauces, Dips, and Salad Dressing
Contraceptives
Convenience Items: Bathroom Scales, Fans, Magnifying Glasses, Foot Insoles, Gloves
Cosmetic Products of Any Kind
Crackers
Dehydration Drinks
Deodorants
Diabetes Candy
Diuretics
Dry Skin Moisturizers and Lotions
Eye and Facial Makeup Preparations
Eyeglasses and Lens Accessories
Face Cream
Feminine Personal Care (Antifungal, Douches, Tampons, and Pads)
Frozen Food (Desserts/Sweets)
Grooming Devices
Hair Color/Hair Products

Homeopathic Kits and Single Remedies

Ice Cream, Frozen Yogurt, Sherbet

Jams, Jellies

Juice Blends, Drinks, and Punches (including Sparkling)

Lip Balm

Lipstick

Medical Nutritional and IV Therapy

Men’s Grooming

Mouthwash

Non-Perishable Food:
- Frosting/Chocolate Chip
- Marshmallows
- Decorations

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

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

Perfumes

Physical Fitness Equipment

Pregnancy Tests¹
Prenatal Vitamins

Puddings and Gelatins

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

Salty Snacks

Shampoo

Snacks and Desserts (Cookies)

Sport and Energy Liquids, Powders, and Bars

Sugar – White, Brown, and Powdered

Teeth-Whitening Products

Toiletries

Weight Control Tablets, Caps, etc.

Weight Loss Cleansing and Detox

Weight Management Foods, Liquids, and Powders

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

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)
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healthfirst.org/medicare