2021
Healthfirst
CompleteCare (HMO SNP)

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

Approved OTC/Healthy Foods and Produce Purchases

$155/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 CompleteCare (HMO SNP) member, you have a total OTC/Healthy Foods and Produce allowance of $155 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.

*Only members eligible for Special Supplemental Benefits for the Chronically Ill (SSBCI) can use their OTC/Healthy Foods and Produce allowance to purchase plan-approved healthy foods and produce.*
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 Healthfirst CompleteCare 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 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 CompleteCare 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 front checkout lanes. 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.

Please remember to bring your OTC/Healthy Foods and Produce card with you when you shop. 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](tel: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 have 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).

**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

Antifungals

SMOKING DETERRENTS

Nicotine Patches, Gum, etc.*+
SUN CARE

Sun Protection

VITAMINS AND DIETARY SUPPLEMENTS

Calcium*

Eye Health Vitamins*

Heart Health and Essential Fatty Acids (Fish Oil, Flax, GLA, etc.)

Iron*

Mineral Supplements*

Multi-Minerals*
**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.*

**WEIGHT CONTROL/ NUTRITIONAL FOOD**

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

- Food Scales
<table>
<thead>
<tr>
<th>BEVERAGES</th>
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<tbody>
<tr>
<td>Bottled, Sparkling, and</td>
<td>Enhanced Water</td>
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<tr>
<td>Soy and Nut Milks</td>
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<tr>
<td><strong>DIABETES CARE/NUTRITION</strong></td>
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<tr>
<td>Diabetes Nutritional Bars</td>
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<tr>
<td><strong>FOOD</strong></td>
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<tr>
<td>Cereal (Hot and Cold), Pancakes, and Waffles</td>
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<tr>
<td>Dried Fruits, Fruit Snacks</td>
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<tr>
<td>Fruits and Vegetables, including Canned and Jarred</td>
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<tr>
<td>Nuts, Seeds and Trail Mix</td>
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<tr>
<td>Peanut Butter (and Other Nut Butters)</td>
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<tr>
<td>Rice, Whole Grains, Dry Pasta, Dry Beans</td>
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<td><strong>FROZEN FOOD</strong></td>
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<td>Seafood</td>
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<td><strong>NON-PERISHABLE FOOD</strong></td>
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<tr>
<td>Baking/Cooking Supplies (Baking Powder, Yeast, etc.)</td>
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<tr>
<td>Flours, Cornmeal, Nut and Seed Flours, Bread/Biscuit Mixes</td>
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<td>Soup</td>
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</table>
**PERISHABLE FOOD**

- Bread, Rolls, and Tortillas
- Dairy (Milk, Cheese, Butter, Sour Cream)
- Meats – Poultry, Ground Beef, Beef
- Whole Eggs and Egg Substitutes
- Yogurt

**WEIGHT MANAGEMENT AND NUTRITIONAL FOODS**

- Sugar and Salt Substitutes

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

- 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)
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Condiments, Sauces, Dips, and Salad Dressing</td>
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<tr>
<td>Contraceptives</td>
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<tr>
<td>Convenience Items: Scales(^1), Fans, Magnifying Glasses, Foot Insoles, Gloves</td>
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<tr>
<td>Cosmetic Products of Any Kind</td>
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<tr>
<td>Crackers</td>
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<tr>
<td>Dehydration Drinks</td>
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<tr>
<td>Deodorants</td>
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<td>Diabetes Candy</td>
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<td>Diuretics</td>
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<tr>
<td>Dry Skin Moisturizers and Lotions</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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<tr>
<td>Frozen Food (Desserts/Sweets)</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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<tr>
<td>Homeopathic Kits and Single Remedies</td>
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</tbody>
</table>
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:
  – Cake/Cookie Mixes
  – Frosting/Chocolate Chip
  – Marshmallows
  – Decorations
Nutritional Foods (Bars, Beverages, Liquids, and Powders)
Orthopedic Aids (Footwear, Warmers, Boots, and Post-Operative Shoes)
Perfumes
Physical and Fitness Equipment
Pregnancy Tests
Prenatal Vitamins
Prepared Food (Stews, Pizza, Soy Burgers, Canned Stews)
Puddings and Gelatins

Ready-to-Eat Soups, Meals, Sandwiches

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)。

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide Participants/Members free, confidential assistance on any services offered by Healthfirst Health Plan, Inc. ICAN may be reached toll-free at 1-844-614-8800 or online at icannys.org. (TTY users call 711, then follow the prompts to dial 844-614-8800.)
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).

healthfirst.org/medicare