



Using Your OTC or OTC Plus Card

1. How do I activate my OTC card?

Activate your card by calling **1-833-684-8472** or visiting [MyHFNY.org](https://www.MyHFNY.org). You'll need to provide:

- The OTC Plus/OTC card number on the front of your card
- Your Healthfirst Medicare plan Member ID card number

2. Why does my OTC/OTC Plus card include a VISA logo?

The VISA brand logo on your card means that your OTC transactions are safe and secure.

3. Can I use my OTC/OTC Plus card like a debit or credit card?

Your card has a pre-determined monthly or quarterly allowance that can be used at participating stores for eligible OTC items. When you check out, swipe your OTC card for payment. If you are prompted to enter a PIN, cancel the transaction and process it as a "credit" transaction. If you are still prompted for a PIN, press the "green button" on the terminal without entering a PIN. Purchases of approved items are automatically deducted from your monthly or quarterly allowance. You must use your allowance within each month or quarter, depending on your plan. Any unused allowance will not roll over.

4. Can I use my OTC/OTC Plus card to shop online?

Yes. Shop online at [NationsOTC.com/Healthfirst](https://www.NationsOTC.com/Healthfirst). When prompted for payment, enter the 16-digit number that's on the front of your OTC/OTC Plus card.

5. Can I use my OTC/OTC Plus card for other online purchases?

No. You cannot use your OTC/OTC Plus card to pay for online purchases at a retailer's website (e.g., Walmart.com). Also, utility or internet service provider websites/payment portals will not accept OTC Plus cards.

6. I have an OTC Plus card. How can I use it to pay for utilities or internet services?

Follow the directions on the other side of this document, or if viewing online continue to scroll down for directions.

7. I'm not comfortable paying online for my utilities or internet services. Is there another option?

Yes. With an OTC Plus card, you can pay for utility or internet services as you normally would, then complete and submit a reimbursement form by mail. You can get the form on our OTC benefits [webpage](#). After Healthfirst processes your request, you will receive a reimbursement check by mail. Payments to participating service providers will be deducted from your card balance.

8. Can I continue to use my 2022 OTC card if I have a remaining balance?

No. Your 2022 allowance has expired. Depending on your plan, your allowance is monthly or quarterly and does not roll over. To make the most of your savings in 2023, you'll need to activate your new card and use your allowance before the end of each allowance period.

Other questions?

Please call the Member Services number on the back of your Healthfirst Member ID card.



How can I use my OTC Plus card to pay for utilities or internet services?

You **cannot** use your OTC Plus card to make a payment directly to your utility company or internet service provider by calling them or using their payment website. Please follow the instructions below for making a payment from your secure account at MyHFNY.org. If you don't have an account yet, please visit MyHFNY.org and follow the prompts to create a new account (below the log in box).

- Log in to your secure Healthfirst account at MyHFNY.org.
- Find the "OTC" box at the bottom of the page. In that box, click on "OTC Benefits Center," which brings you to the main "OTC Benefits Center" web page.
- From the top of the page, click on the "Locations" link and then click on the "OTC Bill Pay" link. This will bring you to a page called "Set Up New Bill."
- From the "Set Up New Bill" page, agree to the indicated attestations. From the drop-down list at the bottom of the page, select your utility or internet service provider. Click the "Search" button to be brought to the next page.
- Enter your name and your utility/internet service provider account number on this page. You can find your account number on your utility/internet service provider bill. Once you enter the requested information, click the "Submit" button at the bottom of the page.
- Next, choose the mailing address for your utility/internet service provider. You can find this address on your bill. Note, this is **not your** mailing address. Browse the list of payment addresses shown on screen to find the correct one or enter the zip code for the payment address to narrow the selection for your choice. Select the appropriate address to move to the next screen.
- Review the information summary to confirm that your name, utility/internet service provider account number, and payment address are correct. If the information is correct, click on "Yes, this is my account." If any information is not correct, click "No, it is not my account" to re-enter your name, account number, and payment address. Once you confirm that your account information is correct you will be brought to the next page.
- Enter the amount you wish to pay in the box called "How much do you want to pay?," then click the "Submit" button at the bottom of the page. In the confirmation pop-up that appears, click "OK" to confirm the amount and submit your payment.
- To confirm that your payment has been made, click on "My Bills" and select the bill that was paid. You will see the status of your payment ("processed") and a reference number.

Other questions?

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OTC items are subject to the plan's list of eligible items and the plan's participating network of retail, online, and utility providers.