



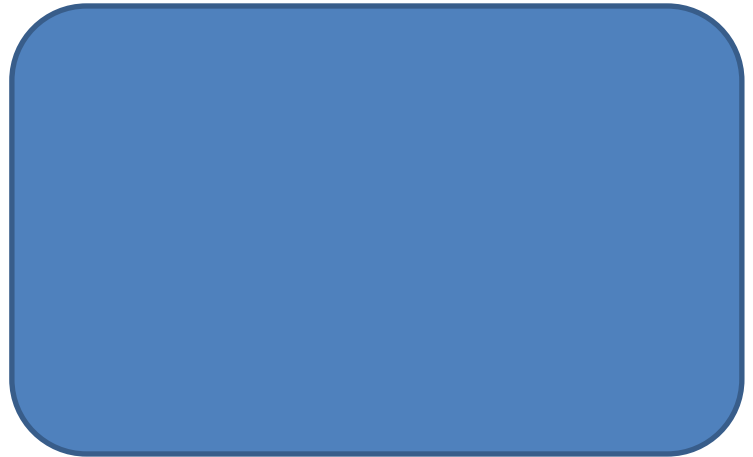
AgeWell New York
1991 Marcus Ave, Suite M201
Lake Success, NY 11042

Welcome to the AgeWell New York OTC Card Network

You can use this card to buy over-the-counter (OTC) medicines and health-related items.

You may now use the attached OTC Card to purchase eligible items at participating retailers.

You can use your card at the following Retailers



Step One- Activation: To activate your card, please call 1-888-682-2400 and enter your Card Number and your AgeWell New York Member ID.



Step Two- Visit a Participating retailer: You may use your card at participating stores. You do not need a prescription and do not need to go to the pharmacy window. Remember to take your card with you – you will need the card to pay for eligible items.



Step Three- Pay at the Front of the Store: Gather your eligible items and proceed to the checkout lanes. When you check out, swipe the card for payment.

Each plan is allotted a certain amount to cover eligible items. Unused funds will carry over until your next purchase. You must use the entire balance on the card before the end of each month.

If you have any questions about your AgeWell New York OTC Card, please call Member Services at 1-866-237-3210 (TTY/TDD: 1-800-662-1220), 7 days a week from 8:00 am to 8:00 pm.

For OTC Card services, including checking your balance and finding a participating retailer visit www.otcmedicare.com.

Eligible Items:

Abdominal Supports	Diabetes Care Accessories	Nicotine Patches, Gum, Etc. Oral Remedies
Acne Medication	Diagnostic Products, Digestive Aids	Orthopedic & Surgical Support
Adult Cough, Cold & Flu	Ear Care	Respiratory Treatments
Adult Pain Relief	External Pain Relief	Sleep Aids, Stimulants & Motion Sickness
Antibiotic creams	Eye Preparations First Aid Dressings	Sun Protection (SPF 15+)
Anti-diarrhea medications	First Aid Treatments	Stomach Remedies
Anti-fungal medications	Foot Treatments	Support Hose-Low Compression
Anti-gas medications	Hemorrhoidal Preparations Incontinence supplies Interdental, Gum Care, Etc.	Toothbrushes and Toothpaste
Anti-itch medications	Laxatives	Urine Testing
Anti-parasitic Treatments	Lip Care Medicated	Vitamins, Multi-Vitamins & Minerals
Contact Lens Care	Liquids (Alcohol & Peroxide in First Aid)	Wart Removal Treatments
Cough Drops, Sore Throat	Medical Support-High Compression	Weight Control (Tablets, Caps, etc.)
Denture Products		

*Availability of products and brand name items may differ at participating retailer

AgeWell New York, LLC is a Health Maintenance Organization (HMO) plan with a Medicare contract and a Coordination of Benefits Agreement with New York State Department of Health. Enrollment in AgeWell New York, LLC depends on contract renewal. ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-866-237-3210 (TTY/TDD: 1-800-662-1220). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-237-3210 (TTY/TDD: 1-800-662-1220). Assistance services for other languages are also available free of charge at the number above.

Notice of Nondiscrimination

AgeWell New York complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AgeWell New York does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. AgeWell New York provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, contact AgeWell New York Member Services at 1-866-237-3210.

If you believe that AgeWell New York has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

AgeWell New York
Civil Rights Coordination Unit
1991 Marcus Avenue Suite M201
Lake Success, New York 11042-2057
1-866-237-3210
TTY/TDD: 1-800-662-1220
Fax: 855-895-0778

Email: civilrightsunit@agewellnewyork.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordination Unit is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, TTY/TDD: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.