



nations **OTC**



Introducing more convenient ways to use your OTC Network[®] card.

FeelWell (HMO D-SNP)

\$125 credit applied the first of each month.

Unused credits DO NOT roll over to the next period.

You can use your OTC card to purchase eligible OTC medications, health and wellness products, and first-aid supplies through NationsOTC.com. Make purchases online, over the phone, via mail order catalog, or shop in-store.

Before you begin, you must activate your card. To activate your card, please call **1-888-682-2400** and enter your card number and your AgeWell New York Member ID.

Simply choose the best option that fits your needs when shopping with your OTC benefit. It's that easy.

How to order items using your OTC benefit:

ONLINE Visit **NationsOTC.com** to sign on using your 19-digit OTC card number. Then enter your 11-digit AgeWell member ID. Log In. Get Started. Select your products, then place your order by completing the checkout process.

PHONE Call **1-833-SHOP-OTC (1-833-746-7682) TTY:711** to speak with a Member Experience Advisor Monday–Friday, between 8:00 am and 8:00 pm.

MAIL To request a catalog and/or order form, call **1-833-SHOP-OTC (1-833-746-7682) TTY:711**.

RETAIL Visit one of the OTC Network's participating retail locations. Your OTC Network[®] benefit card can be used at CVS, Dollar General, Duane Reade, Family Dollar, Giant Eagle, H.E.B, Rite Aid, Discount Drug Mart, Walgreens, and Walmart.

Choose the option that's most convenient for your needs and NationsOTC[®] will fulfill your order at no additional cost.

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

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.

Frequently Asked Questions

You have access to an over-the-counter (OTC) benefit to use towards the purchase of medications, health and wellness products, and first aid supplies. Your OTC Network[®] card allows you to order these important products as a first line of treatment for common ailments while saving you time and money. See below for answers to frequently asked questions about the program.

How do I place an order?

There are several convenient ways you can place an order:

- Call **1-833-SHOP-OTC (1-833-746-7682)** TTY: 711, Monday-Friday, 8:00 am-8:00 pm
- Log into NationsOTC.com
- Fill out and return the order form in your product catalog
- Visit one of the participating retail locations

Are there retail locations I can visit to purchase OTC items?

Your OTC Network[®] benefit card can be used at CVS, Dollar General, Duane Reade, Family Dollar, Giant Eagle, H.E.B., Rite Aid, Discount Drug Mart, Walgreens, and Walmart.

What type of products are available to order?

NationsOTC offers hundreds of health and wellness products across a variety of categories.

How many orders can I place?

You can place as many orders as you need during your benefit term. NationsOTC will process your order even if you only order one item.

How quickly will I receive my order?

Orders are fulfilled, shipped, and delivered within 2-5 business days after your order is processed.

Can I cancel an order?

Yes, you can cancel your order any time prior to shipping by calling NationsOTC at **1-833-746-7682 (TTY: 711)**

What carrier is used for shipping products?

NationsOTC uses FedEx to ship products nationwide.

Where does NationsOTC ship?

We deliver anywhere in the U.S., including Hawaii and Puerto Rico.

Is there a cost for shipping?

No. Your order will be shipped at no additional cost.

Are orders saved so I can reorder during my next benefit term?

Yes, the NationsOTC platform stores your past orders and makes them available for you to reorder when your next benefit term begins.

Is my personal information protected?

Yes. All personal information follows state and federal data privacy, governance, and information security standards.

Can I track my shipment?

Your order information can be viewed under My Accounts > My Orders once the order is placed. Your tracking ID will be available 24-48 hours after the order is processed.

What if I place an order but don't receive my shipment?

In the rare occasion the shipment is lost or missing, please contact NationsOTC at **1-833-746-7682 (TTY: 711)** for assistance.

What is the return or exchange policy?

Due to the personal nature of OTC products, returns cannot be accepted.

Who do I contact with questions?

If you have questions about your order, please call NationsOTC at **1-833-746-7682 (TTY: 711)**, Monday-Friday, 8:00 am-8:00 pm. For all other questions, please contact your health plan member services team for support.

Eligible Items Include

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