



FeelWell (HMO D-SNP)

\$225 credit applied
the first of each month.

Unused credits DO NOT
roll over to the next period.

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

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

If you have an active diagnosis of diabetes, you will have an additional, separate benefit of \$150 per month. This credit will be loaded into your AgeWell New York OTC Network card and can be used to purchase healthy foods from a catalog that we created for this purpose.

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 athome.medline.com/card 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 **1-833-569-2330 TTY:711** to speak with a Member Experience Advisor Monday–Friday, between 8:00 am and 7:00 pm.

MAIL To request a catalog and/or order form, call **1-833-569-2330 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, Rite Aid, Walgreens, and Walmart.

Choose the option that's most convenient for your needs and Medline at Home will fulfill your order at no additional cost.

For OTC Card services, including checking your balance and finding a participating retailer visit mybenefitscenter.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 toward 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:

- Log into athome.medline.com/card and place your order online 24/7
- Call in your order with our customer service team **833-569-2330**. Monday-Friday, 8:00 am – 7:00 pm ET
- Visit one of the participating retail locations

What type of products are available to order?

Medline at Home offers hundreds of health and wellness products across a variety of categories including, but not limited to:

- Oral Care
- Personal Care
- First Aid
- Bath Safety
- Home Medical
- Vitamins and Supplemental
- Skin Care
- Over-the-Counter Medications
- Leg and Foot Care

How many orders can I place?

You can place as many orders as you need during your benefit term.

How quickly will I receive my order?

You will receive your order within 2 business days after your order is processed.

What carrier is used for shipping products?

Medline at Home predominantly uses FedEx to ship products nationwide.

Where does Medline at Home 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, on the Medline at Home platform, you can select on “my account” to see past orders and easily reorder.

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?

Yes. You will receive an email with tracking information. You can also track your orders by selecting “my account” and selecting the shipment-tracking link next to your order.

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

Please refer to your tracking email or navigate to “my account” to confirm your package was not delivered. In the rare occasion the shipment is lost or missing, contact Medline at Home OTC Benefit Customer Service at **833-569-2330** 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?

Order tracking, benefit balance updates and previous online order information can all be viewed at athome.medline.com/card.

If you are unable to find your answer on the Medline at Home Portal, please call Medline at Home OTC Benefits Customer Service at **833-569-2330**, Monday-Friday, 8:00 am – 7:00 pm ET. For inquiries around card activation or retail purchases, please contact your health plan member services team for support.