

2023 Over-the-counter Drug Card (OTC) Benefit D-SNP & non-D-SNP Members

What is the Over the Counter (OTC) benefit?

- The OTC benefit is a supplemental benefit providing a quarterly dollar allowance to members. This quarterly allowance can be used toward eligible items (ex. Vitamins, Supplements, Cold medicine, Flu medicine, Allergy medicine, COVID-19 supplies, and toothpaste without whitening).

Who is the vendor providing this service?

- Providence Health Assurance partners with InComm for administration of this benefit. InComm partners with Medline for the OTC network of retailers and products.

Which plans are eligible for the OTC benefit and how much will members get?

Plan Name	PBP	Allowance
Timber	H9047-054	\$40/QTR
Pine	H9047-063	\$40/QTR
Bridge	H9047-059	\$70/QTR
Cottonwood	H9047-062	\$70/QTR
Focus	H9047-033	\$75/QTR
Reverence	H9047-035	\$75/QTR
Sycamore	H9047-066	\$110/QTR
Extra	H9047-064	\$195/QTR
Dual Plus	H9047-043	\$195/QTR

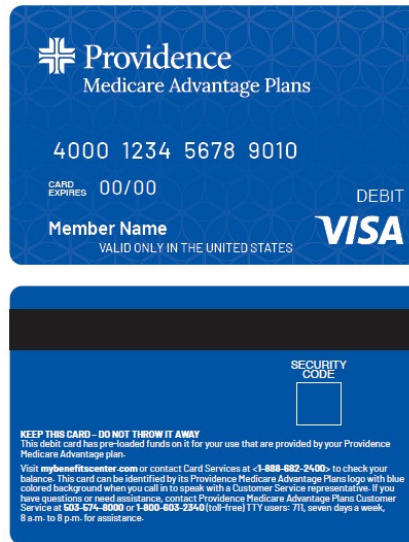
- Allowance will be provided in full each quarter. Any unspent dollars will carry over month to month until 12/31 of each plan year.
- Balance cannot be carried over from plan year to plan year.
- Eligible OTC items must be provided through Medline's participating retail network.

How will a member receive their card?

- For the start of the 2023 plan year, a new **True Health Benefit Card** with an instructional insert will be mailed to members. InComm mails the cards in late December for new and existing members to receive by 1/1/2023. When new members join our plan mid-2023, cards will be mailed as soon as Providence provides the eligibility file and funding to InComm.
- The True Health card will contain a bank fund (wallet) for the OTC benefit. It will be preloaded with the first quarter allowance.

Important notes about this card:

- Depending on the member's benefits, the new **True Health Benefit Card** will have separate funds (wallets) for the Flex Dental benefit, OTC benefit, and Health Incentive benefit loaded on the same card. The **True Health Benefit Card** can be identified by its **blue** color and Visa logo shown here.



- This 2023 physical card replaces the 2022 virtual card that was used for both OTC and Health Incentives programs.
- Members should keep this new card year over year for plan renewals with Providence Medicare Advantage plans.
- PLEASE NOTE:** Members with only the Health Incentive benefit will receive a grey card called **Health Incentive Card** shown on the Health Incentives FAQ.

How will a member activate their card?

- To activate the card, members should refer to the instructional insert they receive with their card in the mail.
 - Members will need their card number which is printed on the front of the card.
 - Members will also need their date of birth (MMDDYYYY).
- On-line activation
 - New member portal** www.mybenefitscenter.com This portal is recommended for the most comprehensive end-to-end member experience. It provides the same service as the below portal, but with more features.
 - Existing and older portal www.athome.medline.com/providence is still available. However, the new member portal (above) provides a more comprehensive experience.
- Phone activation
 - Members can call the number on the activation sticker on the front of the **True Health Card** 1-833-684-8472 for assistance in activating the card.

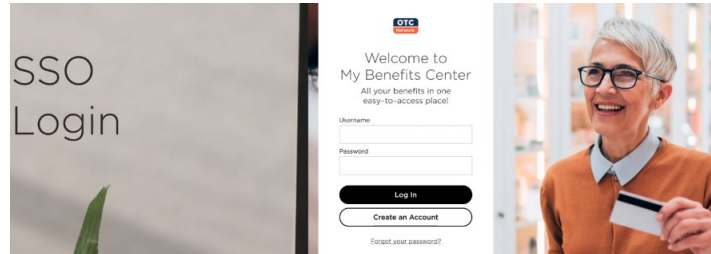
- Members can also call Providence Medicare Advantage Plans Customer Service at [503-574-8000 or 1-800-603-2340 toll-free (TTY: 711), 7 days a week, 8 a.m. to 8 p.m. (Pacific Time) for assistance.].

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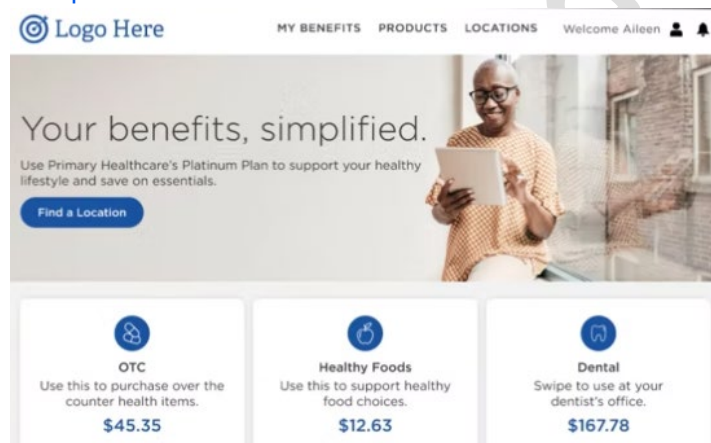
What does the new member portal, mybenefitscenter.com, look like for members?

- Demo of new member portal [link](#) (1 min, 40 sec).
- The True Health Card will show OTC and Dental sections for 2023.

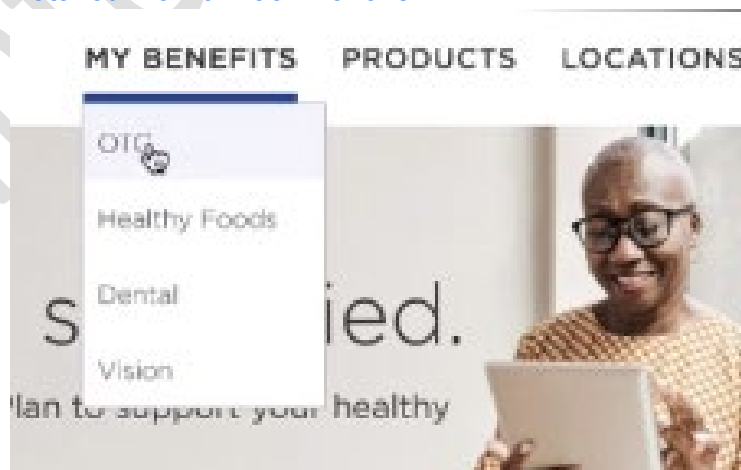
Single Sign On



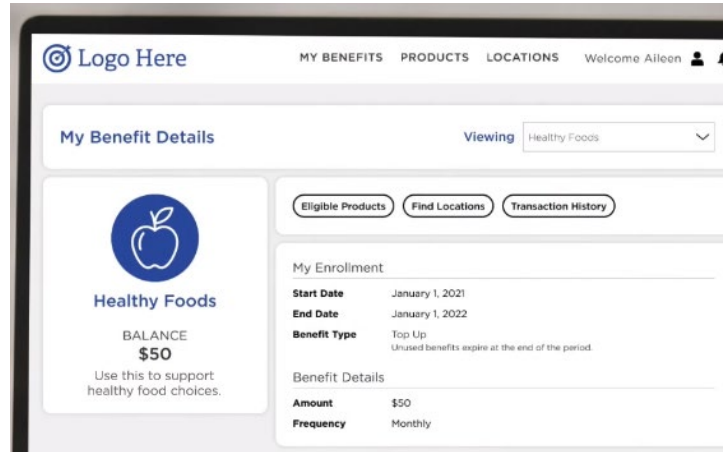
Comprehensive View of the Member's Benefits



Detailed View of Each Benefit



Benefit Details View – balance, dates, description, quick links



Logo Here MY BENEFITS PRODUCTS LOCATIONS Welcome Aileen

My Benefit Details Viewing Healthy Foods

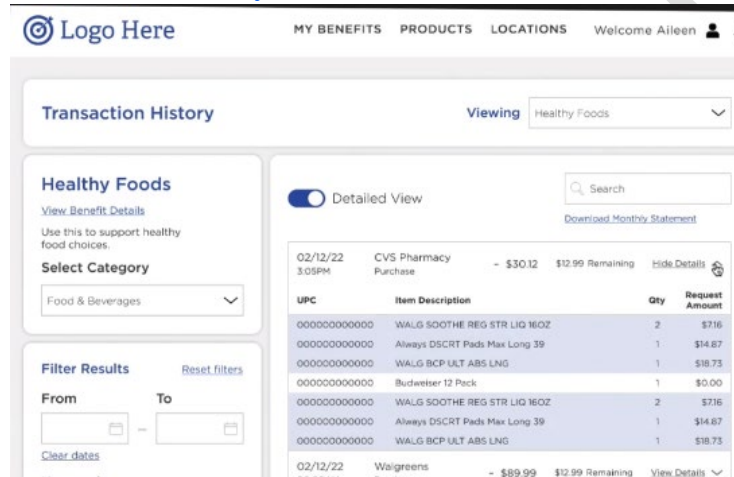
Healthy Foods
BALANCE
\$50
Use this to support healthy food choices.

[Eligible Products](#) [Find Locations](#) [Transaction History](#)

My Enrollment
Start Date January 1, 2021
End Date January 1, 2022
Benefit Type Top Up
 Unused benefits expire at the end of the period.

Benefit Details
Amount \$50
Frequency Monthly

Transaction History



Logo Here MY BENEFITS PRODUCTS LOCATIONS Welcome Aileen

Transaction History Viewing Healthy Foods

Healthy Foods
[View Benefit Details](#)
 Use this to support healthy food choices.
Select Category
 Food & Beverages

Filter Results [Reset filters](#)
 From To
 Clear dates

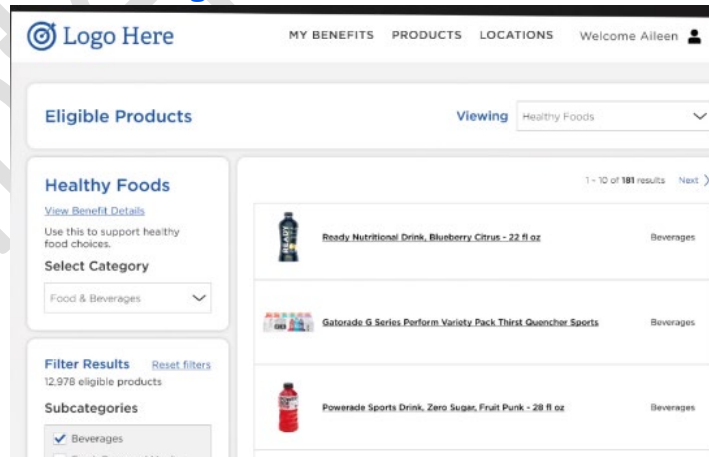
☒ Detailed View [Download Monthly Statement](#)

UPC	Item Description	Qty	Request Amount
000000000000	WALG SOOTHE REG STR LIQ 16OZ	2	\$7.16
000000000000	Always DSCRT Pads Max Long 39	1	\$14.87
000000000000	WALG BCP ULT ABS LNG	1	\$18.73
000000000000	Budweiser 12 Pack	1	\$0.00
000000000000	WALG SOOTHE REG STR LIQ 16OZ	2	\$7.16
000000000000	Always DSCRT Pads Max Long 39	1	\$14.87
000000000000	WALG BCP ULT ABS LNG	1	\$18.73

02/12/22 3:05PM CVS Pharmacy Purchase - \$30.12 \$12.99 Remaining [Hide Details](#)

02/12/22 11:00AM Walgreens Purchase - \$89.99 \$12.99 Remaining [View Details](#)

Search for Eligible Products



Logo Here MY BENEFITS PRODUCTS LOCATIONS Welcome Aileen

Eligible Products Viewing Healthy Foods

Healthy Foods
[View Benefit Details](#)
 Use this to support healthy food choices.
Select Category
 Food & Beverages

Filter Results [Reset filters](#)
 12,978 eligible products
Subcategories
☒ Beverages
☐ Fresh Prepared Meals

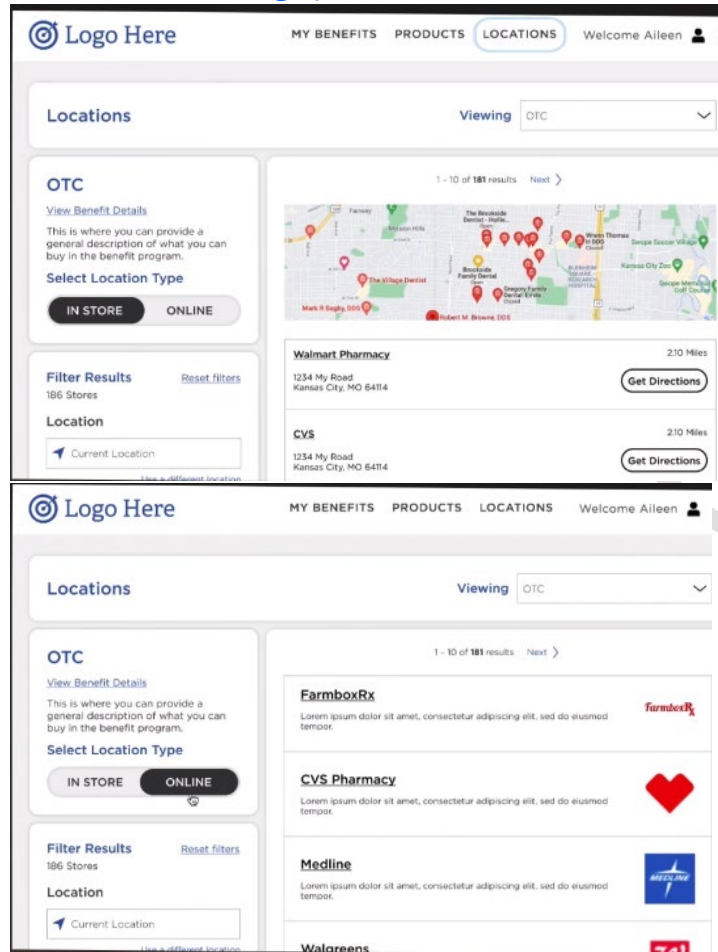
1 - 10 of 12,978 results [Next](#)

Ready Nutritional Drink, Blueberry Citrus - 22 fl oz Beverages

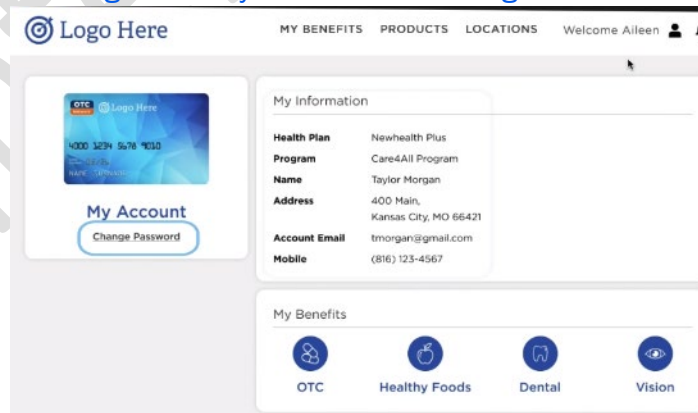
Gatorade G Series Perform Variety Pack Thirst Quencher Sports Beverages

Powerade Sports Drink, Zero Sugar, Fruit Punch - 28 fl oz Beverages

Search for Locations of Participating Stores in Member's Area, or Online Purchasing options.



Profile Page to View Personal Information, Change Password, or Navigate to any of the Benefits Pages



- Mybenefitscenter.com gives a comprehensive view of the benefits available to them, a detailed view of each benefit showing available balance with description, important dates, and quick links to direct online shopping or locating a retailer to shop in person. It also allows members to activate their card, check their balance, review transaction history, etc. Visit the demo link above for a quick look.

Where can members shop?

- Beginning 2023 there will be no difference in experience for members with the True Health Benefit card whether D-SNP or non-D-SNP. Members can use their card to shop at approved retail store locations or through online portals below.
 - Locations include (not a comprehensive list):

Rite-Aid	Kroger
Walgreens	Fred Meyer
Walmart	QFC
Dollar General/Family Dollar	CVS
- *Please note: Returns are not accepted due to the personal nature of these products.*

Where can members get a copy of the catalog?

- Members can access the catalog here [2023 Medline Catalog](#). The catalog is updated annually.
- Members can go to www.mybenefitscenter.com to see a list of participating retailers, or www.athome.medline.com/providence to download a copy.
- Members can call to request a copy by calling Medline at 833-569-2329.

How will a member get their account information?

- InComm will mail a physical card with instructional insert to each member with the mailing address on file.

What happens when a member loses their card?

- Members can contact Providence Medicare Advantage Plans Customer Service at 503-574-8000 or 1-800-603-2340 toll-free (TTY: 711), 7 days a week, 8 a.m. to 8 p.m. (Pacific Time) for assistance.

What if a member wants to check their balance?

- Card balance will be available on www.mybenefitscenter.com.
- Members can also call Card Services at 1-833-684-8472 to check their balance.
- Providence Customer Service can also see balances via admin portal.

What does the True Health card and instructional insert look like?

True Health Card image Front & Back

True Health Benefit




With Activation Sticker



True Health Card carrier for D-SNP/Dual Plus

DSNP Language




Providence
Medicare Advantage Plans
P.O. Box 4327
Portland, OR 97208-4327

IMPORTANT:
Please keep this card!
It contains valuable funds for your use that are provided by your Providence Medicare Advantage plan. Your balance will grow over the year as you complete additional health screenings.

<First Name Last Name>
<Street Address>
<2nd Address Line>
<City>, <ST> <ZIP Code>
<bar code>

Introducing the
True Health Benefit Card
for <TheLongestFirstName>!

Providence is pleased to provide you with the True Health Benefit card as part of your Medicare Advantage plan benefits.



Use this card for dental care and eligible over-the-counter (OTC) drugs and supplies either online or at certain retail stores. If you previously had a card in 2022, this is your new replacement card. If you did not have a previous card, this is your new card. [ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-803-2340 (TTY: 711).]

You may use your over-the-counter benefit and health incentive benefit dollars at retail pharmacy locations such as Walgreens, CVS, or Rite Aid. To view a list of retail locations and eligible items to purchase or to make purchases online, go to MyBenefitsCenter.com.

Walmart **FAMILY DOLLAR** **CVS pharmacy** **RITE AID** **Walgreens** **DOLLAR GENERAL** **SAFEWAY**

Card can only be used for Qualified Purchases indicated by your plan provider everywhere Visa debit cards are accepted. Card is issued by Sutton Bank, pursuant to a license from Visa U.S.A. Inc. Please contact your Plan or Plan Sponsor directly for a list of Qualified Purchases. Visa is a registered trademark of Visa U.S.A. Inc. All other trademarks and service marks belong to their respective owners. The Card or DSNP Account. These and conditions apply. Contact your Plan Provider for details by visiting MyBenefitsCenter.com or by calling Providence Medicare Advantage Plans Customer Service at (800) 803-2340 or 1-800-803-2340 (TTY: 711). 7 days a week, 9 a.m. to 8 p.m. (Pacific Time) for assistance.

How Do I Use This Card?
Your True Health Benefit card is preloaded with funds that can be used to pay for dental care through your flexible dental benefit. This card can also be used to purchase over-the-counter (OTC) drugs and supplies through your OTC benefit. Use the card to pay for items just as you would use a credit or debit card. Please review your Evidence of Coverage to learn about your current balance, benefit allowance, limits, and more. Your balance will grow over the year as you complete additional health screenings through your Health Incentive benefit. Additional funds are earned by completing a health screening activity. [At the end of the year, the funds on the card will not carry over to the next year.]

This program automatically loads \$50 to the card each time your provider submits a claim for any of the following activities:

- Comprehensive Annual Wellness Visit
- Health Risk Assessment
- Diabetic Eye Exams
- Diabetic Kidney Health evaluation - Involves a urine test and blood test

*Funds will not be loaded to your card for completed Health Incentive Benefit activities right away. The funds are loaded only after the provider submits a claim. Please check your balance(s) at MyBenefitsCenter.com.

What Else Can I Use My Card For?
Your flexible dental dollars may only be used at professionally licensed dental practices. Use the card to pay a portion, or the full cost, of a dental service provided at the clinic. Be sure to ask the clinic how much the service will cost beforehand, since if the cost is more than the dollars on the card, you will need to pay the balance due. You may want to reserve this dental fund for comprehensive dental services as your preventive dental services may be covered by Coordinated Care of Oregon.

Activate Your Card And See What Benefit Funds Are Available Under Your Plan
To view which benefit funds are available to you under your Providence Medicare Advantage Plan, first activate your card by visiting MyBenefitsCenter.com. Or you can call 1-833-884-8472 to activate your card.

To activate your card, you will need the following:

- Card number printed on the front of the card
- Date of birth (MMDDYYYY)


Once your card is activated, you will be able to view more information about your specific benefits and check card balance(s).

If You Lose Your Card
If you should lose your card, or your card is suspected of being stolen or used by an unauthorized party, please promptly contact Providence Medicare Advantage Plans Customer Service at (503) 574-8000 or 1-800-803-2340 toll-free (TTY: 711), 7 days a week, 8 a.m. to 8 p.m. (Pacific Time) for assistance.]

How Long Should I Keep This Card?
The True Health Benefit card will not expire when you remain a member of your Providence Medicare Advantage plan. Please don't throw this card away. When you renew your Providence Medicare Advantage plan next year, funds will automatically be added to the same card.

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True Health Card carrier for plans with Flex Dental, OTC, and Health Incentives on one card



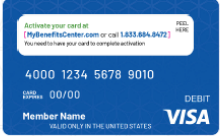
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<bar code>








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Walmart  FAMILY DOLLAR  CVS pharmacy  RITE AID  Telehealth  DOLLAR GENERAL  SAFEWAY 

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How Do I Use This Card?
Your True Health Benefit card is preloaded with funds that can be used to pay for dental care through your flexible dental benefit, and purchase over the counter (OTC) drugs and supplies through your OTC benefit. Use the card to pay for items just as you would use a credit or debit card. See your Evidence of Coverage to find out your allowable amounts.
Your balance will grow over the year as you complete additional health screenings through your Health Incentive benefit. Additional funds are earned by completing a health screening activity. [At the end of the year, the funds on the card will not carry over to the next year.]

This program automatically loads \$50 to the card each time your provider submits a claim for any of the following activities:

- ☒ Comprehensive Annual Wellness Visit
- ☒ Diabetic Eye Exams
- ☒ Diabetic Kidney Health evaluation - Involves a urine test and blood test

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