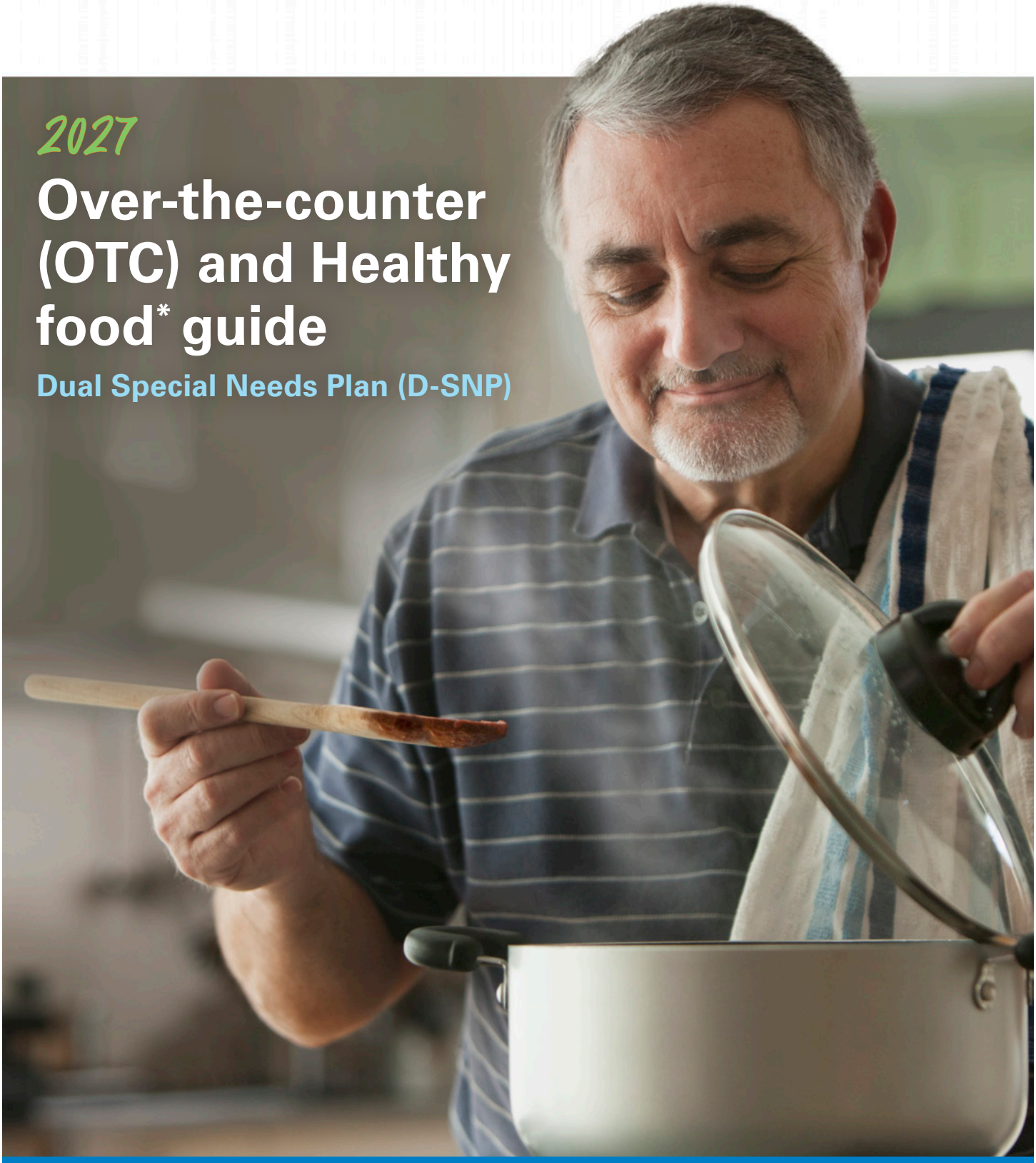


2027

Over-the-counter (OTC) and Healthy food* guide

Dual Special Needs Plan (D-SNP)

One more way we support you in your health care journey

Participating retailers: CVS, Dollar General, Target, Walmart, Walgreens and Costco

Excellus MEDICARE

Highlights of eligible OTC & healthy food* items

Members of Excellus BlueCross BlueShield Dual Special Needs Plan (D-SNP) can use this card to buy eligible OTC health-related items & healthy food. The OTC card benefit is $75 per month. You can use this card to buy covered items from a participating retailer. Please note that not all OTC items are covered. Your card will only work for covered items. Any remaining balance at the end of the month will not carry over to the next month.

People with certain chronic conditions may be eligible to receive a monthly healthy food allowance. After you activate your card, a team member will contact you to determine if you are eligible for the monthly healthy food allowance. If eligible, $30 will be added to the same flex card as the OTC allowance. Please see your Evidence of Coverage for complete details on covered benefits. The card will be restricted only to healthy food products based on the product SKU (bar code). Any remaining balance at the end of the month will not carry over to the next month.

Over 500,000+ items to choose from. The list below highlights a small portion of eligible products.

OTC items members can buy

Adult incontinence and personal hygiene products
- Underwear (disposable/non-disposable)
- Daytime/overnight underwear
- Protective/bladder control pads and liners
- Adult wipes
- Anti-itch creams and yeast relief care
- Urinary pain relief
- Women panty liners and pads

Bladder/genital/rectal products
- Diuretic remedies
- Enemas/douches
- Genital irritation
- Rectal medication and baby wipes

Cold and allergy products
- Allergy prevention/relief, and antihistamines
- Chest rubs, nasal strips and sprays
- Cold and cough remedies
- Decongestants and throat remedies
- Humidifiers/vaporizers

Diagnostic tests/monitors and supplies
- COVID home tests
- Blood glucose test strips
- Blood pressure monitor/blood pressure machine
- Children and adult thermometers
- Personal scales
- Alcohol swabs/wipes
- Containers for syringes
- Heart rate monitor

Digestive health
- Antacids/indigestion and flatulence remedies
- General gastrointestinal laxatives
- Diarrhea and nausea remedies

Eye and ear products
- Contact lens care
- Nonprescription reading glasses
- Eye and ear drops
- Earwax care and removal kits

First aid and protectants
- Bandages, wraps, tapes, dressings, sling/supports, and first aid kits
- Antibiotics/antiseptics
- Skin remedies/protectants
- Hand sanitizers, protective gloves, and face masks

Foot and leg care
- Wart/corn, and callus treatments
- Foot cream and powders
- Orthotic socks, trousers and knee highs
- Therapeutic compression hosiery and stockings

Habit treatments
- Anti-smoking aids, nicotine gum and nicotine patches

Oral care
- Toothpaste/toothbrushes
- Mouth rinses/dental floss
- Denture care/denture cleansing

Pain relief and remedies
- Headache & migraine pain relief
- Arthritic, rheumatic and muscular pain relief
- General/multi-use pain relief
- Sleeping aids/stress relief/calmatives

Personal home aids
- Toilet safety frame, tub grip, bath stool, grab bar
- Bath bench, shower chair and transfer bench

Skin care and sun protection
- Anti-fungal products
- Sunscreen/after sun care
- Insect bite relief
- Lip balm with SPF
- Baby oil

Healthy food* items members can buy

Beverages
- Water (includes sparkling and enhanced water)
- Juices and cider
- Coffee and tea

Bread/grains/flour/rice
- Whole or wheat bread, rolls, and tortillas
- Rice and pastas
- Baking/cooking supplies (baking powder, yeast, etc.)

Cereal products
- Cereal (hot and cold)
- Oatmeal and cereal bars

Fruits/vegetables
- Fresh, frozen and canned

Meat/poultry/seafood (fresh or frozen)
- Beef, chicken, turkey, seafood, and meat substitutes
- Salmon and tofu

Dairy
- Dairy/dairy substitutes
- Whole, almond and coconut milks (sweetened/unsweetened)
- Eggs, cheese and butter
- Low-fat, flavored & Greek yogurts

Nuts, seeds and trail mix
- Almonds, Brazil nuts, cashews and peanuts
- Mixed nuts, pecans, pistachios and walnuts
- (Roasted/salted/plain/flavored)

Prepared/preserved food/ready made
- Cooking oils
- Canned pasta with sauce
- Dips and dip mixes
- Herbs/spices/extracts
- Pasta/noodles
- Baked beans
- Plant-based ground beef and beef patties
- Prepared and canned soups
- Pickles/relishes/chutneys and olives
- Sandwiches/wraps
- Sauces/spreads/condiments
- Seasonings/preservatives/extracts
- Spreads (peanut butter, jelly, honey)
- Vegetable tray with ranch dip

Non-eligible OTC items
- Alternative medicines
- Shampoo and hair styling products
- Cosmetics
- Food
- Hand soap

Non-eligible healthy food items*
- Non-healthy food items
- Non-food items
- Alcohol, cannabis, or nicotine products
- Pet food and products
- Candy and desserts
- Chips and soda

Using your card

Activate your card



Please call **833-647-9633** and follow prompts to activate your card.

Visit a participating retailer

Local retailers:

- CVS
- Dollar General
- Walgreens
- Target
- Walmart
- Costco

Online OTC Marketplace

Order directly through your member account!

You can find a link to the marketplace by logging in to your Medicare member account at **MyExcellusMedicare.com**. If you need assistance logging in or creating your account please contact the number on the back of your Member ID.

1. After logging into your member account, scroll down to see your **Medicare Flex Card** information
2. Click on **"File Claims, View Statements and More"** under the Spending Account Balance section of the main page.
3. Then select the **"Shop OTC and Grocery"** option under the I Want To menu.

Additional resources

Check your balance

You can check the balance on your OTC card at any time by calling **833-655-1780**. You will be asked to enter your OTC card number.

Replacing your OTC card

To report a lost or stolen card, call **833-655-1780**. A replacement card will be mailed to you within 7-10 business days. Once you receive your new OTC card, activate your card by calling **833-647-9633** and follow prompts.

OTC and healthy food claims

If you purchase an approved item without your Flex Card (e.g., left card at home), you may view your claims and file for a reimbursement through the member portal by following these instructions:

- Login to your Medicare member account at **MyExcellusMedicare.com**.
- Scroll down to see your Medicare Flex Card information
- Click on **"File Claims, View Statements and More"**
- Select **"Reimburse Myself"** from the Home Menu
- Follow the prompts to complete your claim. **(Make sure you upload a copy of your receipt).**

Or by mailing a paper claim to
Excellus BlueCross BlueShield Claims Dept, PO Box 211610 Eagan, MN 55121



For questions please call Customer Care
1-866-862-7087 (TTY 711)
October 1 - March 31: 8 a.m. to 8 p.m., seven days a week
April 1 - September 30: 8 a.m. to 8 p.m., Monday - Friday

Excellus MEDICARE

*The Healthy Foods benefit is part of a special supplemental program for the chronically ill. Not all members qualify. Chronic condition(s) may include but are not limited to: Hypertension, Anxiety/Depression, Diabetes, COPD and Osteoarthritis. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us at 1-800-659-1986 (TTY 711).

Excellus BlueCross BlueShield is an independent licensee of the Blue Cross Blue Shield Association.

Excellus BlueCross BlueShield is an HMO plan with a Medicare contract and a contract with the New York State Medicaid program. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.

The OTC+Healthy Food Flex Card benefits have expiration dates. This information is not a complete description of benefits.

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-866-862-7087 (TTY 711).
ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-866-862-7087 (TTY 711). 请注意：您可以免费获得语言协助服务和其他辅助服务。请致电1-866-862-7087 (TTY 711).

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