

# A guide to your 2021 **OTC *plus* Card** benefits



Approved over-the-counter  
(OTC) health-related items  
and healthy food purchases



Buy the OTC health-related items and healthy foods you need every day with your **OTC plus Card**...

- ▶ Money is automatically loaded to your card each quarter
- ▶ Unspent money doesn't carry over to the next quarter, so be sure to use it!

Your card can be used at retailers like these, plus many more:

**DOLLAR GENERAL**

**PHARMACY.COM**  
Your neighborhood pharmacy where prescription needs come first

**Walmart**   
Save money. Live better.

*Walgreens*

 **CVS** pharmacy

**RITE**  
**AID**  
PHARMACY

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# How to use your **OTC plus** Card

## Step 1: Activate your card

Once you become a CareOregon Advantage member, we will send your pre-loaded **OTC plus** Card in the mail. When you get your card, activate your card by calling toll-free 888-682-2400. You will need to enter your card number and your date of birth MM/DD/YY – for example, 07/01/50.

## Step 2: Find a pharmacy or store where you can use your card

Your **OTC plus** Card can be used at many pharmacies and retail stores. To find a full list of participating retailers, go to [otcmember.com](http://otcmember.com) and log in with your card number. You also can find a list of participating retailers using the OTC Network mobile app. Take your activated card with you to a participating store.

## Step 3: Choose the OTC health-related items and healthy foods you want to buy.

There is a list of items you can purchase with your card in this guide. You can also find a complete list at [otcmember.com](http://otcmember.com) or by using the OTC Network mobile app.

## Step 4: Swipe your card as **CREDIT** at the register to pay for your items

Take your items to the checkout. You do not have to visit the pharmacy window. When it is time to pay, swipe your card as credit in the card reader. The amount of your approved purchases will automatically be deducted from your card.



**Very important!** You must choose “credit” when the card reader asks how you want to use your card. If you choose “debit” the card will not work!

# Frequently asked questions about the **OTC plus** Card

## **Q. How does my OTC plus Card work?**

A. You should have received your **OTC plus** Card in the mail. If you haven't, please call our customer service toll-free at 888-712-3258, TTY 711. Your card will have money pre-loaded on it. At the beginning of each calendar quarter (January 1, April 1, July 1 and October 1), your card will automatically be re-loaded. Any money left on your card at the end of each quarter will expire. It does not carry over to the next quarter. You will want to use the money on the card before the end of each quarter to get the full amount. Unspent balances will also automatically expire if you leave our plan.

## **Q. Will I receive a new card each quarter?**

A. No. The card that we sent to you is reusable. It will be automatically refilled on the first day of each calendar quarter, as long as you remain a CareOregon Advantage member.

## **Q. Where can I use my card?**

A. Your **OTC plus** Card can be used at many pharmacies and retail stores including Rite Aid, Walmart and Walgreens. To find a full list of participating retailers, go to [otcmember.com](https://otcmember.com) and log in with your card number. You also can find a list of participating retailers using the OTC Network mobile app.

## **Q. How do I check my card balance?**

A. There are two easy ways to do this:

- 1. You can go to [otcmember.com](https://otcmember.com)** and log in with your card number.
- 2. Or you can download the OTC Network mobile app.** This app for both Android and iPhone makes using your **OTC plus** Card a whole lot easier. You can check your account balance, scan barcodes at retail locations, search the list of eligible items and more. Download the app at Google Play or the Apple App Store by searching "OTC Network."

## **Q. Which items can I buy with my card?**

A. Over 90,000 eligible items are covered. These include many over-the-counter (OTC) health-related items, COVID-19 supplies, and many kinds of healthy foods. You'll find a list of some of the most common items on the following pages. To see a complete list of covered items, go to [otcmember.com](https://otcmember.com). You also may call our Customer Service department toll-free at 888-712-3258, TTY 711, if you need help. Certain brands may not be available at all locations. This list may vary from month to month.

**Q. Will unspent money on my card carry over into the next quarter?**

A. No. Unspent money does not carry over into the next quarter. It is a “use it or lose it” benefit. On the first day of each calendar quarter, money will be loaded onto your card, as long as you are a CareOregon Advantage member.

**Q. Can I use my card for store-brand and brand-name products?**

A. Yes. You can buy both store-brand and national-brand products with your card.

**Q. How do I get help if I need it?**

A. For more information about your card or if you have questions, there are several ways to get help:

- ▶ Go to [otcmember.com](https://otcmember.com) and enter your card number and date of birth
- ▶ Visit [careoregonadvantage.org/faqs/otc-card](https://careoregonadvantage.org/faqs/otc-card)
- ▶ Call our Customer Service toll-free at 888-712-3258, TTY 711.

**Q. What if an item is rejected at the register?**

A. If the store carries an item that should be covered, but is rejected at the register, call our Customer Service toll-free at 888-712-3258, TTY 711, with the UPC code and item description. If you can, take a picture of the item’s barcode. We can help figure out if the product is covered. If it should be covered, we will request that the item be updated for future purchase. Please note, items like produce can be subject to seasonality and sourcing changes. This could mean there is a delay in item eligibility.

**Q. Can I have items delivered to my home?**

A. Yes. You can place an order online or by phone with Nations OTC and have items delivered to your home.

- ▶ **To place an order online:**  
Visit [otcmember.com](https://otcmember.com) and log in using your card number.
- ▶ **To place an order over the phone:**  
Call 833-746-7682, TTY 711  
Monday through Friday, 5 a.m. to 5 p.m.  
Shipments are usually delivered within three to seven business days.

**Q. Can I shop online with my OTC plus Card?**

A. At this time, online shopping and curbside pickup are not available. We will let you know if this changes.

**Q. Can I return items?**

A. Yes. Returns are subject to the retailer’s policy. Returns are credited back to your **OTC plus** Card and will be added to that month’s card balance. No cash refunds are allowed.

**Q. Why was my item not covered?**

A. It depends:

- ▶ You may no longer have a card balance.
- ▶ The item is not eligible for purchase with your card.
- ▶ The item may be covered but needs to be updated for future purchase. Call our Customer Service toll-free at 888-712-3258 with the UPC code and item description and we can help.
- ▶ You are no longer a member of our plan.



Below is a list of items you **CANNOT** buy with your **OTC plus** Card

### Health-related Items

- ❌ Part B/Part D prescription drugs
- ❌ Cosmetics
- ❌ Contraceptives
- ❌ Personal care items (deodorant, moisturizer, shampoo, conditioner, mouthwash, shaving, lip balm)
- ❌ Feminine care (tampons, pads)
- ❌ Herbals and homeopathic
- ❌ Teeth-whitening products
- ❌ Toiletries

### Food items

- ❌ Wine, liquor, beer, soda
- ❌ Cookies
- ❌ Candy
- ❌ Chips
- ❌ Gum
- ❌ Deli counter prepared food
- ❌ Dry food mixes/side dishes
- ❌ Bottled energy drinks (like Redbull)
- ❌ Household products (plastic, foil, paper products)

# Items you can buy with your **OTC plus** Card



## Over-The-Counter (OTC) health-related items

### ✔ Personal care

Cotton swabs

Petroleum jelly and barrier creams

### ✔ Batteries

Hearing aid batteries

### ✔ Cold and allergy

Allergy liquids, tabs & caps\*\*

Allergy nasal sprays, drops & inhalers\*

Asthma preparations\*

Cold & flu preventatives/symptom reducers\*

Cough drops and sore throat relief

Cough, cold, flu & sinus liquids, tabs & caps

Decongestant nasal sprays, drops & inhalers

Medicated lip treatments

Nasal moisturizers & washes

Nasal strips, dilators & snore relief

Vapor products (includes waterless vaporizers)

Vaporizers, humidifiers & accessories

### ✔ Compression support

Low compression-men's & unisex knee-high, thigh-high (8-15 mmHg) †

Low compression-women's knee-high, thigh-high, waist-high & pantyhose (8-15 mmHg) †

Moderate to high compression-men's & unisex knee-high, thigh-high†

Moderate to high compression-sleeves, garments & lymphedema treatments†

Moderate to high compression-women's knee-high, thigh-high, waist-high & pantyhose†

### ✔ Diabetes care

Alcohol swabs & wipes\*\*

Diabetes care accessories\*\*

Diabetes cough, cold & allergy

Diabetes hosiery\*\*

Diabetes neuropathy & skin care\*

Diabetes nutritional bars, candy, nutritional liquids

Diabetes supplements\*

Glucose tablets, gels, etc.\*

Urine test strips, tabs\*\*



**✔ Digestive health**

Acid controllers, antacid liquids, tabs & caps<sup>+</sup>

Anti-diarrheal liquids, tabs & caps<sup>\*\*</sup> anti-gas<sup>\*</sup>

Diarrhea-related oral rehydration therapy

Digestive health prebiotics & probiotics, digestive enzymes

Enemas, laxative suppositories/kits, laxative liquids & stool-softener products<sup>\*\*†</sup>

Fiber products<sup>\*\*†</sup>

Hemorrhoid treatments, wipes & washes

Lactose intolerance<sup>\*</sup>

Multi-symptom products<sup>\*</sup>

Nausea & motion sickness<sup>\*</sup>

**✔ Eye & ear care**

Dry eye relief

Ear drops & syringes

Eye wash

Gas permeable & hard lens care

Hearing aids, personal amplification devices & accessories<sup>\*</sup>

Lipoflavonoids (ear ringing/tinnitus)

Mixed/miscellaneous eye preparations (includes sleep masks)

Reading, magnifying glasses

Soft lens multi-purpose, saline solutions, cleaners, rewetting drops

**✔ Family planning**

Male condoms<sup>+</sup>

**✔ Feminine care**

Feminine antifungal<sup>†</sup>

**✔ First aid**

Adhesive & liquid bandages, wraps

Anti-itch treatments

Antiparasitic (lice treatments & accessories, pinworm & ringworm treatments)<sup>†</sup>

Antiseptic (rubbing alcohol, hydrogen peroxide, povidone iodine)

Botanical exposure treatments

Finger cots & splints

First aid kits, first aid tapes

Masks (respiratory, barrier etc.)

Mixed/miscellaneous wound treatments & skin relief (includes witch hazel)

Protective gloves

Skin protectants (includes petroleum jelly)

Surgical bandages and dressings<sup>†</sup>

Topical antibiotics & antimicrobials

Wound cleansers

Wound, burn & skin treatments (includes epsom salt, scar treatments)

### ✔ **Foot care**

Antifungal powders, creams, liquids & sprays<sup>+</sup>

Corn, callus & bunion pads

Corn, callus & wart removers

Foot pain relief

Heel cups & arch supports

Nail fungus treatments

Plantar fasciitis products

### ✔ **Health supports**

Ankle & foot, hand & wrist, elbow & arm, abdominal, thigh/calf/shin, shoulder & clavicle, hernia, knee supports

Arm slings & cervical collars

Elastic bandages

Electric heating pads

Hot/cold therapy

Joint warmers & arthritis

Kinesiology tapes, supports & supplies

Protective guards

Rib belts

Sacro & back braces

### ✔ **Health diagnostics/aids for daily living**

Bathing & oral hygiene, eating, drinking, grooming, dressing aids

Blood pressure kits & accessories<sup>\*†</sup>

### ✔ **Health diagnostics/aids for daily living**

Cholesterol meters & testing kits<sup>\*</sup>

Drug & alcohol tests<sup>\*</sup>

Home tests for colon cancer<sup>\*†</sup>

Home tests for COVID (Coronavirus)<sup>\*</sup>

Medical alert IDs & devices

Medicine dosers, pillboxes, organizers & reminders

Mobility safety: stair rails, stair treads, temporary mobility ramps

Night lights

Pulse oximeters & heart rate monitors<sup>\*</sup>

Reachers, grippers & lifts

Reading, writing & telephone aids

Stethoscopes & accessories<sup>\*</sup>

Thermometers, fever strips & accessories

### ✔ **Home health care**

Bathtub safety & accessories, toilet rails, frames

Canes for the visually impaired<sup>\*</sup>

Elevated toilet seats & accessories

Grab bars & handles

Hand cleaners & sanitizers

Handheld showers

Sitz baths & bidets

Wedges & pillows

**☑ Household products**

Bath tissue wipes

**☑ Incontinence**

Deodorizers

Disposable pads, shields, guards  
& drip collectorsPerineal cleansers, washes, wipes, towelettes,  
moisturizers, barriers & protectants, antifungals

Reusable/disposable garments, underpads\*\*

**☑ Oral care**

Dental gum

Denture adhesives, cleaners, accessories

Denture repair (including temporary),  
pain relief\*

Dry mouth products\*

Floss &amp; flossers\*

Gum care

Interdental

Mixed/miscellaneous oral remedies  
(includes fluoride treatments)

Night &amp; grind guards

Oral pain relief &amp; mouth sores\*

Toothbrushes (including manual, battery,  
rechargeable toothbrushes and refills)Toothpaste (including sensitive, whitening,  
tooth powder)**☑ Pain relief**

Adult acetaminophen\*\*

Adult aspirin &amp; combinations\*\*

Adult ibuprofen &amp; other anti-inflammatories\*\*

Adult nighttime pain relief\*

Adult specialty pain relief\*

External muscle/joint pain relief creams,  
ointments & gels\*External muscle/joint pain relief lotions,  
liquids, roll-ons & sprays\*External muscle/joint pain relief  
patches & pads\*

Feminine pain relief\*

Sleep aids &amp; sedatives\*

Stimulants\*

TENS units &amp; replacement pads

**☑ Patient skin support**

Antifungals†

Moisturizers, barriers &amp; protectants

**☑ Physical fitness/exercise equipment**

Balls/stability devices (balls, boards, etc.)

Cardio (aerobic steps, jump ropes)

Foam rollers/massage devices

Mixed/miscellaneous physical fitness  
(includes yoga/exercise mats)

### ✔ Physical fitness/exercise equipment

Multi-function fitness trackers
Pedometers & fitness trackers
Scales (includes body fat analyzers)*
Stationary bikes
Steppers & ellipticals
Strength/range of motion (bands, hand exercisers, etc.)
Treadmills
Weights

### ✔ Seasonal products

Insect repellents
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### ✔ Skin care

Acne astringents & toners
Acne creams, gels, lotions & patches
Acne soaps & cleansers
Instant hand sanitizers

### ✔ Smoking deterrents

Nicotine gum & lozenges**
Nicotine patches**

### ✔ Sun care

Mixed/miscellaneous sun protection
Sport sun protection

### ✔ Sun care

Sun protection (< SPF 50)
Sun protection (SPF 50+)

### ✔ Vitamins/dietary supplements

Calcium**
Children's vitamins & minerals*
Colon cleanse & detox (non-weight loss)
CoQ10 only (UBIQUINOL)
Enzymes, amino acids & hormones
Eye health vitamins*
General health prebiotics & probiotics
Heart health & essential fatty acids (fish oil+, flax, GLA, etc.)
Iron**
Joint health (incl. glucosamine, not turmeric)
Joint health with turmeric
Menopause support (soy)
Multi-minerals*
Multivitamins**
Prenatal vitamins**
Sleep, stress & anxiety
Vitamin B & vitamin B complex**
Vitamin C*
Vitamin D**
Vitamin E*

## Healthy Food Items

### ☑ Food & beverages

Baking/cooking supplies (baking powder, yeast, etc.)

Bottled waters

Bread, rolls & tortillas

Breakfast foods (toaster pastries, cereal bars, granola & granola bars)

Canned meat

Canned seafood

Canned/jar fruits and vegetables (includes salsa & non-processed beans)

Cereal (hot & cold), pancakes & waffles

Cocoa, coffee & tea (dry or liquid)

Condiments, sauces, dips, mayonnaise & salad dressing

Crackers

Dairy (milk, cheese, butter, sour cream & whipping cream)

Dried fruit, fruit snacks

Dry and liquid/concentrated drink mixes

Dry beans

Dry pasta

Enhanced waters

Flours, cornmeal, nut & seed flours, bread/biscuit mixes

Frozen foods (fruits & vegetables, meats, seafood, juices, prepared food)

### ☑ Food & beverages

Herbs, spices & seasoning

Ice

Jams, jellies, sweet spreads, syrup

Juices, juice blends, drinks & punches (includes sparkling)

Margarine

Meats – processed (sausage, jerky, lunch meat)

Meats (poultry, ground beef, beef)

Nuts, seeds & trail mix

Oils and shortening

Peanut butter (and other nut butters)

Prepared food (canned stews, heat & eat)

Produce (fruits & vegetables)

Rice & whole grains

Seafood

Soup

Soy & other nut milks

Sparkling water

Sport drinks – Gatorade & others

Sugar – white, brown & powdered

Tomato/spaghetti/alfredo/nutritionally significant sauce

Whole eggs & egg substitutes

Yogurt

 **Weight management/nutritional foods**

Diuretics*
Food scales*
General health oral rehydration therapy
Nutritional bars
Nutritional liquids
Nutritional powders
Sport/energy bars
Sport/energy liquids
Sport/energy powders
Sport/energy tabs & caps
Sugar & salt substitutes
Thickeners & pre-thickened beverages/foods*
Weight loss cleansing & detox*
Weight management bars
Weight management foods, liquids & powders
Weight management tabs & caps*

\* Dual Purpose items. These are products or medicines you should purchase only on the advice of your physician.

† Some items in these categories may be covered under your Medicare or Medicaid coverage. When an item is covered by Medicare or Medicaid, you should not use your **OTC plus** Card to buy it, because it is covered by other coverage and is not part of your supplemental OTC benefit. For example, gauze may be covered under Part D when it is being used, by prescription, to inject insulin. Or over-the-counter loratadine, by prescription, may be covered by Medicaid. In these situations, you should present your prescription and your CareOregon Advantage Member ID card at the pharmacy counter.



## CareOregon Advantage Customer Service

**Call:** 503-416-4279 or toll-free 888-712-3258, TTY 711

**Hours of operation:**

**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 through Friday

Send us a secure message through our member portal at

[careoregonadvantage.org/portal](https://careoregonadvantage.org/portal)

CareOregon Advantage Plus is an HMO-POS SNP with a Medicare/Medicaid contract. Enrollment in CareOregon Advantage Plus depends on contract renewal. CareOregon Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

[careoregonadvantage.org](https://careoregonadvantage.org)

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