



M E T R O P L U S
M E D I C A R E

MetroPlus Healthcare OTC Card

As a member of MetroPlus Medicare*, you receive a MetroPlus Healthcare OTC Card to be used for non-prescription, (over-the-counter) OTC and other health related items.

This card is for member use only.

One card per member.

Benefit cannot be converted to cash.

How does the new MetroPlus Healthcare OTC benefit work?

Give your MetroPlus OTC card to the pharmacist at the **pharmacy counter (not the cashier)** along with the OTC items you want to buy. The pharmacist will check your eligibility. Items that qualify will be given to you at no additional cost, up to the amount of your account balance. The cost of these items will be automatically deducted from your MetroPlus Healthcare OTC account.

What happens if my card is lost or stolen?

Call Customer Services immediately and ask for a replacement card. You will have to pay a \$20 replacement fee.

Can I use this card at any pharmacy?

You can use this card at any local network pharmacy. You may contact our Customer Services to find out if your local pharmacy is a participating pharmacy.

What happens if I do not have enough money in my account?

Call Customer Services to find out the balance on your card. You can only use the amount on your card.

What happens if the pharmacy asks for a partial or co-payment?

As a MetroPlus member of this plan, you are not subjected to a co-payment. The pharmacy may ask for partial payment if the item you are purchasing cost more than your available balance. You will be responsible for that cost. *For example, Item A cost \$40 and you have \$30 remaining on your card = your partial payment is \$10.*

When does my card expire?

Your benefit renews every year while you are a member. The amount on the card carries forward month-to-month until you use it. As long as you remain active, any unused amount for the 2010 plan year expires January 31, 2011.

How do I get reimbursed for an approved item I bought without my card?

Contact MetroPlus Customer Services to obtain a reimbursement form. You must submit the form with required documentation to receive your reimbursement. The reimbursement form is available on the MetroPlus website at www.metroplus.org.

What do I do if I want to return an item I purchased with the card?

You must go back to the pharmacy counter (not the cashier) and follow their procedure on returns. Each pharmacy may follow different procedures, make sure you ask for their return policy.

Which items are approved to buy with this card?

Acne medication	Ear care / swimmer's ear	Pain relievers -
Allergy medications	Eye drops	muscle pain
Antacids	First aid creams/ointments	Pedialyte for child's
Antibiotic creams	Gauze	dehydration
Anti-diarrhea medications	Head lice treatment	Pinworm treatment
Anti-fungal medications	Hearing aid batteries	Poison treatment
Anti-itch medications	Heartburn/indigestion	Pregnancy test kits
Anti-gas medications	meds	Rashes: diaper rash /
Bandages (band-aids)	Hemorrhoid	fever-blisters
Blood pressure monitors	creams/suppositories	Rashes: poison
Bug bite medication	Incontinence supplies	oak/ivy/sumac
Calamine lotion	Laxatives	Reading glasses
Carpal tunnel	Liquid adhesive	Rubbing alcohol
(wrist support)	Medicated cleaner/soap	Sinus medications
Cold medicine	Menstrual cramp/	Sleeping aids for insomnia
Cold/hot packs	pain products	Smoking cessation
for injuries	Motion sickness pills	treatment
Condoms (contraceptives)	Mouth pain	Spermicidal foam-
Contact lens solutions	Nasal decongestant	contraceptives
Contraceptive	Nausea/ vomiting remedies	Take-home screening kits
pills/suppository	Nicotine gum	(for detecting colon
Cough/cold/flu	Nicotine patches	cancer/hepatitis C)
/fever reducers	Night guards for	Thermometers
Crutches	teeth grinding	Throat lozenges
Diabetic supplies	Ointments for	Vaginal product /
Diaper rash ointments	burns/sunburn	yeast infection
Drugs, previously	Pain relievers/	Wart removal treatments
prescription	fever reducers	

*OTC Benefits not available for all MetroPlus Medicare Plans.

Check with MetroPlus Customer Services to find out if you are eligible.

Amount of reimbursement varies by plan.