

Important reminders about your flex card

Dear member,

As your health plan, we want to make sure you know how to properly use your benefits. We're sending you this quick reminder about how to make purchases with your flex card using your over-the-counter allowance.

The Centers for Medicare and Medicaid Services (CMS) limits your purchases to approved items only. You can find a list of approved items below, along with where to find more information about your allowance and how to make purchases online.

Your benefits are not changing. The dollar amounts, frequency, and expiration of your allowances all remain the same.

Over-the-Counter (OTC) Allowance

CMS-approved items:

- Allergy, cold, flu, and sinus medications
- Antacids and acid reducers
- Anti-fungal and anti-itch items
- Dental and denture care
- Ear care
- Eye care
- First-aid and medical supplies
- Hemorrhoidal preparations
- Incontinence supplies
- Pain relievers and fever reducers
- Therapeutic skin and sun care
- Vitamins and minerals

REMINDERS

- Your flex card can only be used to purchase items for yourself. You are not permitted to make purchases for other people, including friends and family members.
- OTC purchases must be made through our retail network, which includes CVS, Walgreens, Randalls and many others.
- You cannot purchase your OTC products from out-of-network retailers or big box retailer websites like Costco.com, Target.com, Walmart.com or Amazon.com.

Benefits vary by plan. Please see your Evidence of Coverage (EOC) for your plan details.

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You can also place your orders online through our website at **BND.NationsBenefits.com**. Through the website you can be assured all the items available for purchase are approved. Plus, you can also check your available balance amount real-time and **shipping is free!**

For questions about your flex card, to request an OTC catalog, or for help ordering items, please call Nations at 1-877-280-6207 (TTY: 711). Member Experience Advisors are available 24 hours a day, 7 days a week, 365 days a year.

Thank you!
Brand New Day