



**SHOP**

**OVER-THE-COUNTER**

*at no cost to you!*



healthy benefits<sup>+</sup>

## Over-The-Counter Products at No Additional Cost to You

As part of your benefits, PrimeTime Health Plan gives you credits to buy approved products. Purchase items like toothpaste, vitamins, OTC pain relief medications, and more. They are included in your health plan at no additional cost.

### Here's How It Works:

1. Credits are automatically added to your account every three months. Your PrimeTime Health Plan (PTHP) OTC card is linked to this account.
2. To shop, activate your PTHP OTC card by calling 1-833-832-7306. Use your card to buy approved OTC products.
3. Credits expire at the end of each quarter.



## Choose how you shop



- **Online.** Enjoy the convenience of shopping from home – day or night. Find catalog items, plus hundreds more that will be delivered right to your doorstep. **Visit [healthybenefitsplus.com/pthp](https://healthybenefitsplus.com/pthp)** Download the **Healthy Benefits+ app** on your phone or tablet.
- **Catalog.** Call **1-866-412-2879** to place your order by phone or complete the order form and mail it to: Optum, P.O. Box 31335, Salt Lake City, UT 84131-0337.
  - **Please note, the date that your order form is received by Optum is the quarter that the benefit will be applied.** For example, if you mail your order form on March 25 (the first quarter), but Optum does not receive it until April 2 (the second quarter), the credit for the order will apply to the second quarter benefit, not the first quarter.
- **In-Store.** Use your PTHP OTC card when you shop at thousands of participating retail stores. Learn more and find approved stores near you by visiting **[healthybenefitsplus.com/pthp](https://healthybenefitsplus.com/pthp)**. Download the **Healthy Benefits+ app** on your phone or tablet to use in-store.

Credits added	Credits expire
January 1	March 31
April 1	June 30
July 1	September 30
October 1	December 31

## Online or Catalog Ordering Tips:

- There is a \$35 minimum order when shopping online or through the catalog.
- Allow two to three weeks for mail time when sending your order form. The date received is when the benefit will be applied.
- You must use your PTHP OTC card for all purchases.
- You do not pay for taxes or shipping when ordering through the catalog or online.
- Once your order is processed, standard delivery takes two to four business days, but may vary based on demand.
- Unused credits cannot be redeemed for cash.
- If your account balance does not cover your total, you can still order. Send a check or money order for the extra amount. Make it payable to: Optum Personal Care Benefits. A personal debit or credit card is accepted for phone or online orders. Please do not send cash.
- Items may have quantity limits.
- Prices are subject to change.
- If your item is not in stock, an item of similar or greater value may be shipped in its place.
- **Return policy**
  - Returns or exchanges are not allowed, due to the personal nature of products. Please call the number listed in our catalog within **30 days** of placing your order if:
    - > You haven't received your order.
    - > You received a defective or damaged item.

## In-Store Tips:

- There is no dollar minimum on orders when shopping retail stores.
- Taxes apply at retail stores.
- If your account balance does not cover your total, you can still get the item. You will be responsible for any payment over the allowed amount.
- Use your PTHP OTC card when checking out, or if you have the mobile app and set up your account, you can use the digital card in your mobile app.
- To check if an item is covered by your OTC benefit, you can scan the bar code on the product in the Healthy Benefits+ app and a message will appear to inform you if it is covered.

## Checking Out In-Store is as Easy as 1-2-3:

1. Cashier will scan items and will select payment type (if needed).
2. Cashier will scan your PTHP OTC card or the barcode on your mobile app.
3. If there is a balance, you will pay the remaining balance and any items not covered by your OTC benefit.



## Common Categories of Covered OTC Items:

- Allergy and sinus
- Bathroom safety
- Braces and supports
- Cold, cough and flu
- Diabetes OTC
- Digestive health
- Eye and ear care
- Feminine care
- First aid
- Foot care
- Home tests and monitoring
- Incontinence
- Oral Care
- Pain relief and management
- Skin and sun care
- Sleeping and snoring
- Certain vitamins and supplements

## Categories of OTC Items Not Covered:

- Alternative medicines
- Cosmetic items
- Dietary supplements
- Hair products
- Teeth whitening items, some mouthwash

## Locating a Participating Retailer:

You may access the Healthy Benefits+™ web portal link below and use the **Store Finder** option to find participating retailers.

- PrimeTime Health Plan:  
<https://HealthyBenefitsPlus.com/PTHP>
- Also, you can download the Healthy Benefits+ mobile app and use the **Find a Store** option.

## Below are some commonly used retailers\*

### Chain Retailers

- CVS
- Dollar General
- Giant Eagle/GetGo
- Kroger
- Marc's
- Rite Aid
- Save-A-Lot
- Walgreens
- Walmart

### Independent Retailers

- Brewster Family Pharmacy
- Davies Pharmacy
- Heritage Square Pharmacy
- Medicine Center Pharmacy
- Scriptshop Pharmacy
- Zak Super Center

*\*This is not a complete list and retailers are subject to change.*

For more information, please contact PrimeTime Health Plan at 330-363-7407 or 1-800-577-5084 (TTY: 711). Our Call Center is open Monday through Friday, from 8:00 a.m. to 8:00 p.m. From October 1 through March 31, the Call Center is open seven days a week, from 8:00 a.m. to 8:00 p.m.