



Q: How does NationsOTC® work with my health plan?

A: **Community Health Choice** has partnered with NationsOTC to administer your over-the-counter (OTC) benefit.

Q: What type of products are available to purchase?

A: You have access to a variety of OTC medications, health and wellness products, first-aid supplies, and other qualifying items.

Q: Who do I contact with questions?

A: If you have questions about your order, please call NationsOTC at **(833) 316-9985 (TTY: 711)**. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

Q: How can I find a list of participating retailers near me?

A: The MyBenefits Portal and mobile app have a 'Store Locator' option where you can search by zip code. You may also choose to narrow your selection to view stores where you can use a particular benefit wallet. For example, if you need OTC products you can search for retail locations where you can use your card for eligible purchases. You may also call **(833) 316-9985 (TTY: 711)** and a Member Experience Advisor can help identify participating retailers near you.

Q: How can I return/exchange items purchased at my participating retail store?

A: Purchased items may be returned/exchanged in accordance with the terms and conditions of the corresponding retailer where the transaction was made.

Q: How do I use my card to pay for items?

A: Use your card just like you would any other debit/credit card. Simply swipe your card and select 'Credit' as the payment type. If any other payment option is selected the card will not work.

Q: Where can I see what's eligible for purchase?

A: Find eligible items for purchase by visiting **CommunityHealthChoice.NationsBenefits.com**

Please keep in mind:

- Product availability and price may vary by retailer
- This card is not a credit card or a gift card
- Card may not be used for 'Cash Back'



Q: If my card malfunctions at the point of sale, what should I do?

A: If your card does not work at checkout, please use another form of payment.

Afterwards, please e-mail your receipt to refundrequest@nationsbenefits.com.

You will only be reimbursed for eligible items approved by your plan.

Community Health Choice Texas, Inc. is a Medicare Advantage HMO D-SNP with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare and a contract with the State Medicaid Program. ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1.833.276.8306 (TTY: 711). We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. For more information visit communityhealthchoice.org/medicare.

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