

# Clover Health

# LiveHealthy OTC

## 2021 Catalog



*Your product list is inside!*

healthy <sup>+</sup>benefits

Available at  
**Walmart** 

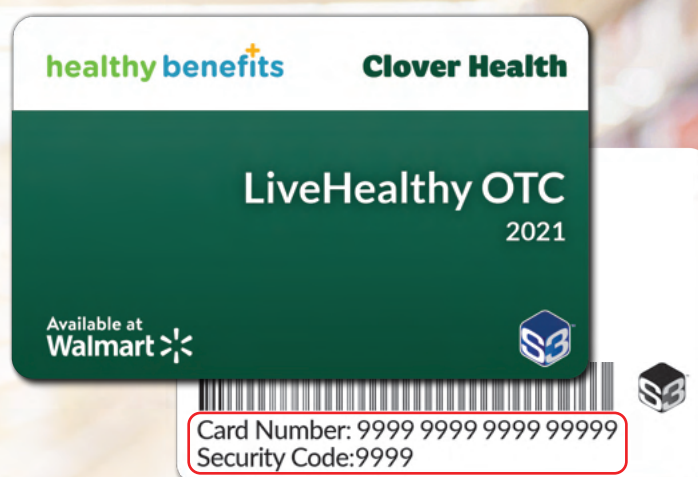
# Get over-the-counter products at no cost

You get an over-the-counter allowance every quarter. This catalog includes some of the most popular approved items. Shop in-store, online at [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) or by phone for thousands of products.

## Start enjoying your benefit

Activate your card by calling **1-833-832-7306** (TTY 711) or online at **ActivateS3.com**. You can buy approved items with your card after your benefit start date. Your unused benefit allowance does not roll over to the next quarter, and all benefits expire on December 31, 2021.

Use the **17-digit card number** and **4-digit security code** on the back of your card in the Gift Card field at checkout or when placing an order online.



## Important details about your card

- Only the member can use the allowance.
- Only Medicare-approved products are covered.
- All products purchased are subject to the store's return and exchange policies.

## Shop thousands of approved products

With your benefit, you can buy thousands of approved OTC health items in-store, online and by phone. This catalog includes a selection you can order with fast and free delivery. Approved items include products like:

- Allergy and sinus
- Braces, supports and heating pads
- Cold and flu
- Diabetes OTC
- Digestive health
- Eye and ear care
- Feminine hygiene
- First aid
- Incontinence
- Oral care
- Pain relief
- Skin and foot care
- Sleep aids
- Smoking cessation
- Vitamins and supplements



# You choose how to buy health products

Use this catalog or go to [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) to find the products you want to buy. You can use your OTC card to buy items in-store, online or by phone.



## In-store

1. Go to the store finder on [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) to find a participating store near you.
2. Visit a participating store to purchase the items you need and scan your card or app at checkout. You can use the Healthy Benefits Plus mobile app at the store to scan an item to check if it qualifies.



Easy &  
Fast

## Online

1. Browse approved products at [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) and place your order on [Walmart.com](https://Walmart.com).
2. At checkout, enter your **17-digit card number** and **4-digit security code** in the Gift Card field.

**Tip:** Your benefit only covers approved items. You can enter an additional form of payment to cover other items.

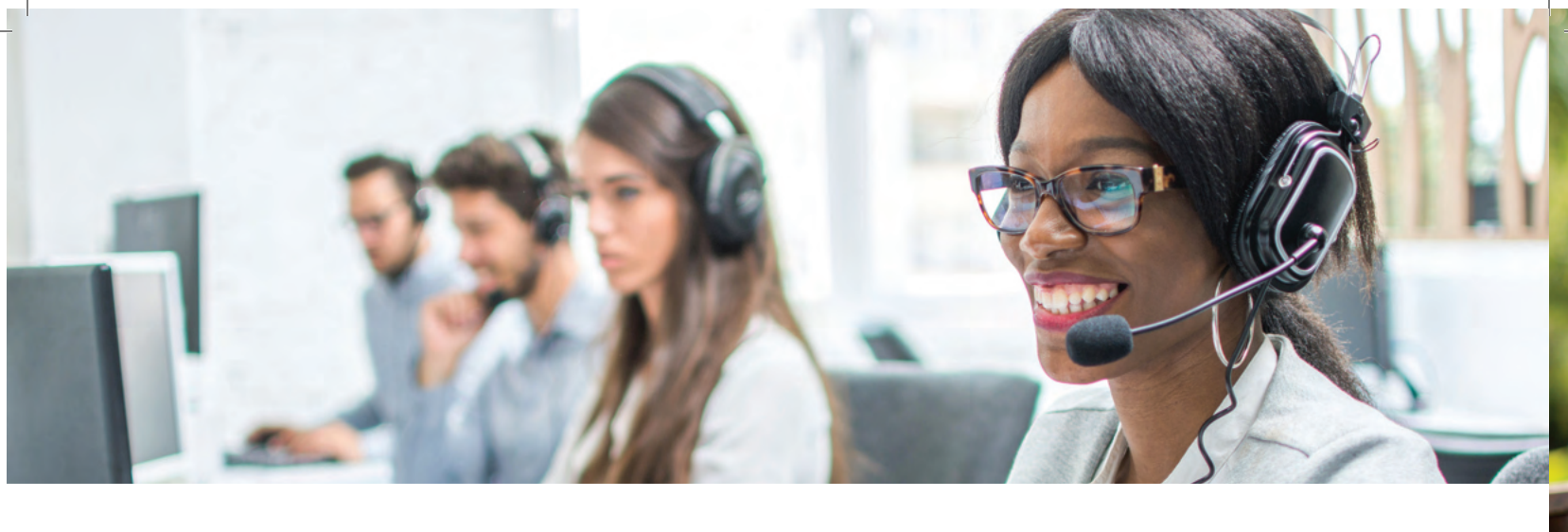


## By phone

1. After selecting your items, call **1-844-529-5869 (TTY 711)** and have the product names(s) and item ID(s) handy.
2. Use your card number, security code and shipping address to complete your order.

*Fast, free delivery on all orders*





## Answers to your questions

**Q: Are the items listed in this catalog the only things I can buy with my allowance?**

A: No, this catalog only includes some of the most popular Medicare-approved over-the-counter items you can buy with your allowance. You can find more products online at [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) or in-store.

**Q: What happens if my purchase of approved items exceeds my benefit amount?**

A: You pay the balance.

**Q: Can I mail and/or fax my orders?**

A: No. Please use one of the three convenient methods of ordering: in-store, via online/mobile app and by phone.

**Q: What happens if my order is lost or stolen?**

A: With your order number, you may contact the Customer Service line at **1-844-529-5869 (TTY 711)**.

**Q: How often can I shop?**

A: There are no limits to how often you can shop.

**Q: Do I pay sales tax?**

A: Yes, as with all OTC programs, you pay sales tax on your order. Applicable sales tax will be added at checkout.

**Q: Do I pay for shipping costs?**

A: No, all shipping costs are covered by your health plan. Once you apply your OTC benefits to your online order or by phone, all shipping costs will be removed regardless of your order total.

**Q: When will my products arrive?**

A: With your benefit, you get fast delivery at no cost to you.

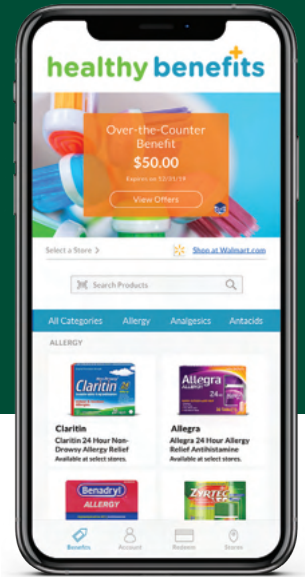
**Q: How can I check my OTC benefits balance?**

A: You may check your balance by visiting [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) or by using the Healthy Benefits Plus mobile app.

**Q: How do I request a replacement card?**

A: You may request to have a replacement card mailed to you by contacting Healthy Benefits Plus Customer Service at **1-844-529-5869 (TTY 711)**.

Get information 24/7 online or download the Healthy Benefits Plus mobile app. You can place orders by calling toll-free **1-844-529-5869 (TTY 711)** 8 a.m. – 8 p.m. local time, 7 days a week October to March and Monday through Friday April to September.



## 3 ways to shop thousands of products



### In-store

You can shop for thousands of approved items at Walmart stores. Go to [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) to find a participating store near you.



### Online

Go to [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) to view thousands of approved products. After browsing, you will be automatically transferred to Walmart.com to build your basket and complete your purchase.



### By phone

Use this catalog or go to [HealthyBenefitsPlus.com/CloverHealthOTC](https://HealthyBenefitsPlus.com/CloverHealthOTC) to find the products you want to order. Call 1-844-529-5869 (TTY 711) and have the product name(s) and item ID(s) handy.

## Download the App

Healthy Benefits Plus



# Clover Health

Over-the-counter benefits are administered by Solutran®, an independent company. All brands listed are trademarked by their respective manufacturers. Brands and item eligibility are subject to change.

Clover Health is a Preferred Provider Organization (PPO) and a Health Maintenance Organization (HMO) with a Medicare contract. Enrollment in Clover Health depends on contract renewal.