

MY OVER-THE-COUNTER ALLOWANCE



OVER-THE-COUNTER (OTC) MEDICATIONS AND HEALTH PRODUCTS

Your 2020-2021 catalog







www.CignaMedicaidOTC.com

YOUR OVER-THE-COUNTER (OTC) MEDICATIONS AND HEALTH PRODUCTS

Save money and time.

- Use your quarterly OTC allowance and get free home delivery. You can even order online for fastest service.
- Use vour rollover \$30 allowance toward OTC items each quarter.
- Confirm your address, especially if you've moved or you're away from home. We can deliver to your new or temporary address anywhere in the continental US at no cost to you. Call the toll-free phone number below to confirm.
- Use this catalog to shop for covered medications and health products. Order your OTC items in the way that's easiest for you:
 - **ONLINE** Visit www.CignaMedicaidOTC.com
 - BY MAIL Complete and send the enclosed order form.



BY PHONE - Call 1-866-575-3744, (TTY 711) Monday to Friday, 7 a.m. to 10 p.m. Central Time

ORDER ONLINE. IT'S EASY, FAST AND SECURE.

- 1. Register to access useful tools and resources.
 - Go to www.CignaMedicaidOTC.com.
 - Click on the button "Not Registered? Sign up now."
 - > Enter your information as it appears on your Cigna ID card.
 - Create a user name and password.
 - Answer your security questions.
- 2. Log in to start shopping, open 24 hours a day.
 - > Browse the products available to you.
 - > See your available balance while you shop.
 - Track your orders and view order history.

Q&A ABOUT YOUR OTC BENEFITS

Get the right answers to common questions

Q. What can I order?

A: You can order from the list of covered items in this catalog, such as:

OTC medications

- > Aspirin/Acetaminophen
- Cold and flu medicine
- > Vitamins

Health-related products

- > Bath tub safety rail
- Elastic bandages
- Toothbrushes

Q: How much is my quarterly allowance?

A: Your quarterly allowance is \$30.

Q: When can I spend my quarterly allowance?

- A: Your allowance goes into your account quarterly on September 1, December 1, March 1 and June 1. You can:
 - Spend your full quarterly allowance as soon as it's in your account.
 - Save up your allowance to pay for higher-priced items.
 - > Order once a month up to 12 times a plan year.

Unused balances roll forward each quarter but don't carry over to the next plan year.

Q: Who can get items through my OTC benefit?

A: You can order items that help you with a medical need every month you're a Cigna Member. Cigna prohibits the use of your OTC benefit to purchase items for others.

Q: How do I get my order?

A: The cost of your order must be less than or equal to your account balance for items to ship. OTC medications are only available for home delivery. Covered items are sent to you free of delivery charge. Please allow 5 to 7 business days for home delivery.

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BY MAIL

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CATEGORY INDEX

Please use the index below for ease in locating available OTC items.

Category	Products include	Page
Allergy	Antihistamines, decongestants and nasal sprays	5
Antacids and Acid Reducers	Products to treat symptoms of stomach upset, heartburn and acid indigestion	5
Anti-diarrheal, Laxatives and Digestive Health	Products to treat symptoms of constipation, upset stomach, bloating, cramping, gas and diarrhea	5
Bathroom Safety & Fall Prevention	Bath benches, safety rails, grab bars, raised toilet seats, gait belts, nightlights and other products	6
Cold & Flu	Cough drops, throat lozenges and other products	7
Cold Sore & Medicated Lip Products	Lip balms/cream to treat cold sores, fever blisters and chapped lips	8
Daily Living Aids	Cushions, medical ID bracelets, pill case/crusher/ cutter, CPAP pillows and other products	8
Dental and Denture Care	Mouthwash, toothbrushes, cleaning tablets and creams, adhesive cream, dental floss and oral pain relief gel	9
Diabetic Foot Care	Foot cream and socks for people with diabetes, circulatory problems, edema and neuropathy	11
Diagnostic Equipment	Scales, blood pressure monitors, heart rate monitors and thermometers	12
Diagnostic Tests	Tests for colon cancer and cholesterol	13
Ear Care	Cotton swabs	13
Eye Care	Eye drops for lubricating and cleansing	13
First Aid	Products for wound care	13
Foot Care	Pads to remove calluses and corns	15
Hemorrhoid Relief	Products for temporary relief from hemorrhoids	16
Incontinence Supplies	Wipes, bed pads, pads, disposable briefs/ underwear, cleanser, and skin protectant	16
Lice Treatment (Pediculicide)	Kit, shampoo and conditioning treatment	17
Motion Sickness	Tablets used to prevent and treat nausea, vomiting, dizziness and vertigo	17
Pain Relief Aids	Patches, heating pads and wraps to temporarily relieve pain	18
Pain Relievers & Fever Reducers	Tablets and capsules to temporarily relieve pain and reduce fever	19
Skin & Sun Care	Products to moisturize and protect skin	19
Sleep Aids	Nasal strips	19
Supports & Braces	Braces/supports for ankle, knee and back	20
Vitamins & Minerals	Dietary supplements	20
Wart Remover	Systems and liquid to remove warts	24

Talk with your doctor before starting a new product regimen.



Benadryl[®] Allergy Liqui-Gels Dye-Free Item No. 1927

\$**12**00

- 24 ct/25 mg



Children's Allergy and Nasal Decongestant Liquid Item No. 1426

\$**7**00

 Compare to Benadryl[®] Children's Allergy Liquid
 .4 oz/1 mg, 5 ml; 3 mg, 5 ml



Nasacort[®] Item No. 1881 \$**22**00

- 60 sprays



Nasal Decongestant Inhaler - Levmetamfetamine Item No. 1922

\$**7**00

- Compare to Vicks® VapoInhaler
- .007 oz/50 mg



Nasal Spray, Saline Item No. 1052 \$500 - 1.5 oz/0.65%

Antacids & Acid Reducers



Alka-Seltzer® Item No. 1313

\$**11**00



Omeprazole (Acid Reducer, Delayed Release, Dissolvable) Item No. 1966

\$2500

- Compare to Prilosec[®] - 42 ct/20 mg



TUMS[®] Extra Strength Item No. 2034

\$**7**50

- 48 ct/750 mg



TUMS[®] Ultra Strength Item No. 2019 \$**1**000

- 72 ct/1,000 mg

Anti-diarrheal, Laxatives & Digestive Health



Beano[®] Item No. 1316 \$**9**00

- 30 ct



Docusate Sodium (Stool Softener) Item No. 1126

\$**6**00

Compare to Colace[®]
 100 ct/100 mg



Enema Item No. 1733

\$**5**⁵⁰

Compare to Fleet[®]
4.5 oz



Ex-Lax[®] Item No. 1124

\$**8**00

- 8 ct/15 mg



Fiber Tablets ‡ Item No. 1155

\$**10**00

- Compare to FiberCon[®]
- 60 ct/500 mg

Talk with your doctor before starting a new product regimen.

Anti-diarrheal, Laxatives & Digestive Health continued



Lactase Capsules Item No. 1067

\$1000

- Compare to Lactaid[®]
- 60 ct/9,000 FCC Units



Laxative, ClearLax[®] Unflavored Powder Item No. 1969

- **\$13**⁵⁰
- Compare to MiraLAX[®]
- 8.3 oz/17 g



Laxative, Magnesium Citrate (Saline, Lemon) Item No. 1889

\$**5**50

- 296 ml



Pepto-Bismol[®] Cherry Item No. 1317

- **\$10**00
- 12 oz/525 mg, 30 ml





with Back

\$6500

- 1 ct

Item No. 1728

Bath Bench without Back Item No. 1727

\$5500

- 1 ct



Bath Tub Safety Rail Item No. 1730 \$**37**00 - 1 ct



Bed Assist Bar Item No. 2009 \$5500 - 1 ct



Bedside Commode Item No. 1984 \$6500 - 1 ct



Gait Belt - 60" Item No. 1790 \$**16**00



Gait Belt - 72" Item No. 1791 \$**17**00

- 1 ct



Grab Bar, Knurled Chrome, 12" Item No. 1798 \$**19**00 - 1 ct

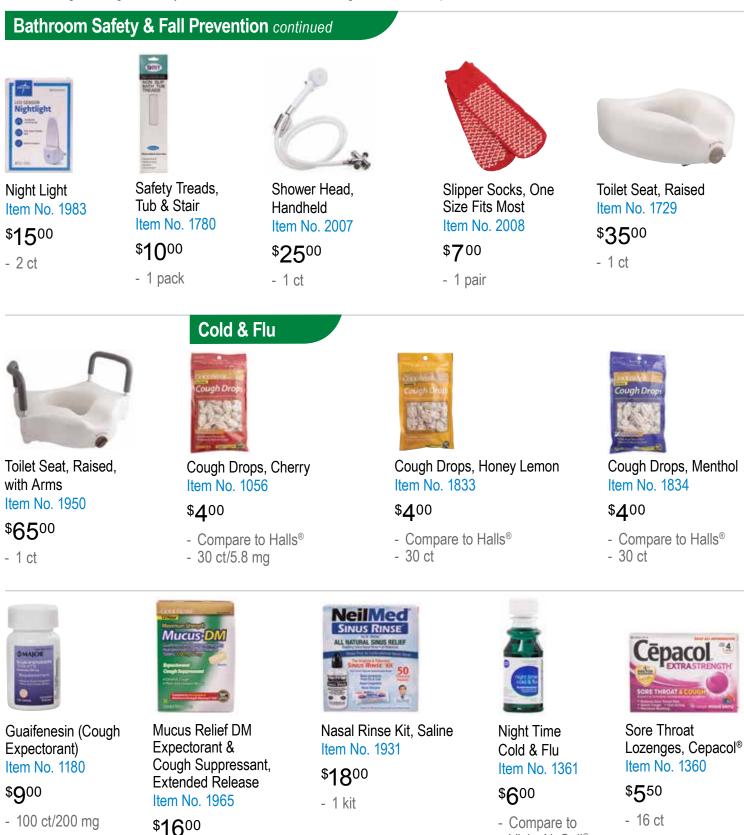
Grab Bar, Knurled Chrome, 24" Item No. 1797 \$**22**00

Ψ**ΖΖ**⁰⁰

- 1 ct



\$3600



- Compare to Mucinex®

- 14 ct/1,200 mg, 60 mg

Vicks NyQuil®

30 mg, 650 mg

- 4 oz/12.5 mg,

⁷

Talk with your doctor before starting a new product regimen.

Cold Sore & Medicated Lip Products Carme Blistex Blistex[®] Lip Ointment Releev[®] Cold Abreva[®] Carmex® Herpecin-L[®] Lip Balm Sore Treatment Item No. 1152 Item No. 1256 Item No. 1255 Item No. 1153 Item No. 1359 \$2600 \$500 \$400 \$**8**00 \$2400 - 2 gm/10% - 6 gm - 7.5 gm - .1 oz/1%

- 6 ml/13%

Daily Living Aids



Cushion, Gel/Foam Seat Item No. 1466

\$4000

- 1 ct



Mattress Cover, Elastic -80" x 36" x 6" Item No. 1753

\$750



Medical ID Bracelet:

• Blank Item No. 1875 1 ct \$16⁵⁰

- Diabetic Item No. 1877 1 ct
- Heart Item No. 1876 1 ct

\$1500



Medicine Bottle Opener with Magnifier Item No. 2017

\$1000

- 1 ct



Pill Case, Weekly AM/PM Item No. 1934

\$**11**00

- 1 ct



Pill Crusher with Storage Item No. 1933

\$1000

- 1 ct



Pill Cutter with Safety Shield Item No. 1932

\$**10**00

- 1 ct



Pillow, CPAP, Fiber Filled Item No. 1836

\$**60**00

Daily Living Aids continued



Dental & Denture Care

Pillow, CPAP, Memory Foam Item No. 1837

\$9500

- 1 ct



Pillow, Hypoallergenic Item No. 1936 \$5300



Scale, Kitchen, Dial ‡ Item No. 1756 \$**7**50



Scale, Kitchen, Digital ‡ Item No. 2016 \$**25**00 - 1 ct



Sharps Container, 1 gallon Item No. 1799 \$**7**⁵⁰





Biotene[®] Dry Mouth Oral Rinse Item No. 1817

\$1400

- 16 oz



- 1 ct

Dental Floss, Reach[®] Waxed - Cinnamon Item No. 1901

- 55 yd

\$**4**00



Dental Floss, Reach[®] Waxed - Mint Item No. 1455

\$500

- 55 yd



Dental Floss, Reach[®] Waxed - Unflavored Item No. 1902

\$**4**00

- 55 yd



Dental Travel Kit Item No. 1749 \$**10**00 - 1 ct



Denture Brush Item No. 1747

\$**6**⁵⁰

- Compare to G-U-M[®]
- 1 ct



Denture Cleaning Tablets Item No. 1032

\$**6**00

Compare to Polident[®]
 40 ct



Denture Cream Adhesive, Effergrip[®] Item No. 1842



Dry Mouth Spray, Biotene[®] Item No. 1818 \$**1 1**⁵⁰

- 1.5 oz

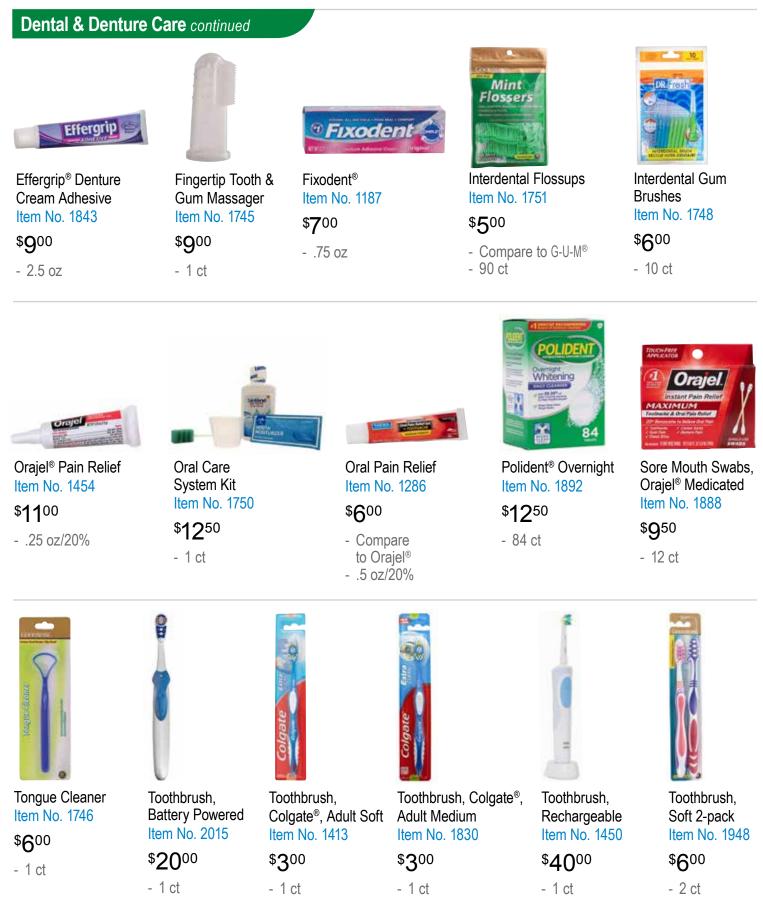


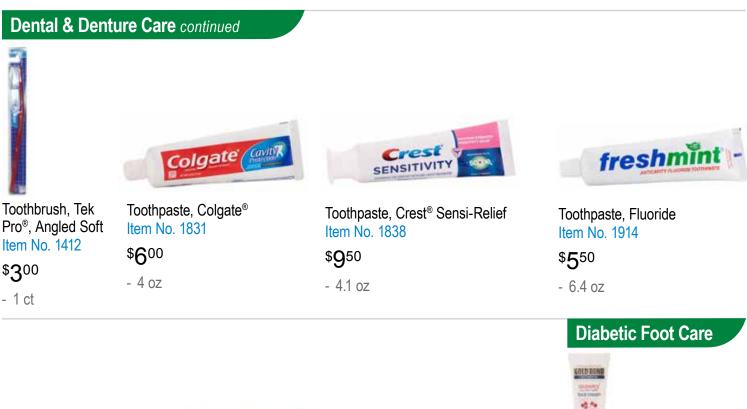
Efferdent[®] Plus Mint Tablets Item No. 1653

\$800

- 36 ct

Talk with your doctor before starting a new product regimen.







Toothpaste, Pepsodent[®] Item No. 1414

\$500

- 5.5 oz



Toothpaste, Sensitive Teeth

- Compare to Sensodyne®

Item No. 1903

\$**6**00

- 4.3 oz



Toothpaste, Ultrabrite® Advanced Whitening Item No. 1716

\$700

- 6 oz



Foot Cream Item No. 1839

\$12⁰⁰

- Compare to Gold Bond® Skin Protectant Foot Cream - 3.4 oz



Diabetic Socks, Black

- Medium Item No. 1956
- Large Item No. 1957
- X-Large Item No. 1958

\$**9**00

- 3 pair



Diabetic Socks, Black, Ultra Soft Padded

- Medium Item No. 1959
- Large Item No. 1960
- X-Large Item No. 1961

\$1100

- 2 pair

Diabetic Socks, White

- Medium Item No. 1953
- Large Item No. 1954
- X-Large Item No. 1955

\$**9**00

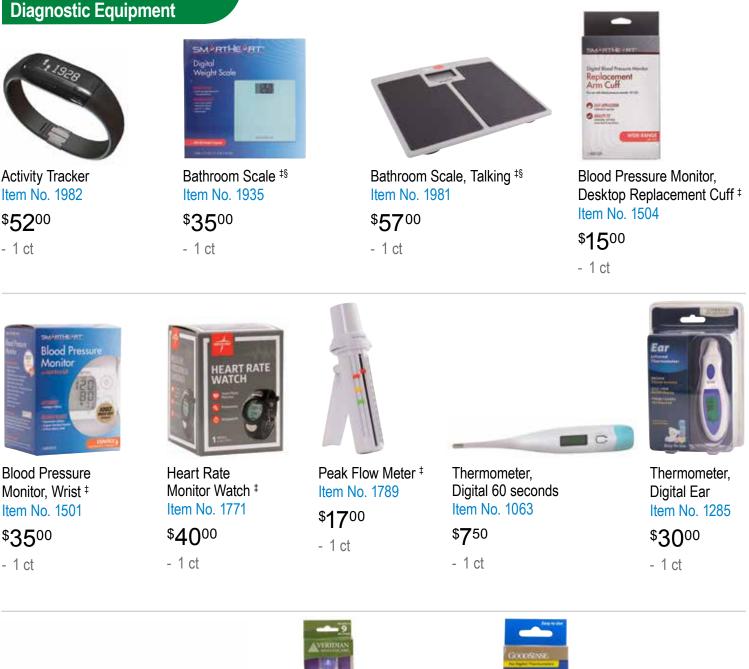
- 3 pair



Diabetic Socks, White, Ultra Soft Padded

- Medium Item No. 1962
- Large Item No. 1963
- X-Large Item No. 1964
- **\$11**00
- 2 pair

Talk with your doctor before starting a new product regimen.





Thermometer, Fever Strip Item No. 1794

\$**8**00

- 1 ct



Thermometer, Flexible Tip, Digital 10 seconds Item No. 1697

\$**13**00

- 1 ct



Thermometer Probe Covers Item No. 1752

\$350

- 30 ct



EZ Detect[®] Colon Cancer Test Kit [‡] Item No. 1416

\$1300

- 1 ct





Contact Lens Solution, Multi-Purpose Item No. 1468 \$**Q**00

 Compare to Renu[®] Multipurpose Solution
 12 oz



Home Access Cholesterol Test [‡] Item No. 1251

- \$3000
- 1 kit



Swabs Item No. 1742 \$600

- Compare to Johnson & Johnson®

- 300 ct



Ear Drops, Swim-Ear[®] Item No. 1910 \$**7**50

- 1 oz



Eye Compress, Stye[®] Item No. 1905 \$**11**⁰⁰

- 1 ct

Eye D

Eye Drops, Clear Eyes[®] Item No. 1199 \$**6**00

- .2 oz



Eye Drops, Irritation Relief Item No. 1806 \$**Q**50

 Compare to Visine A.C.[®]
 15 ml



Eye Ointment, Stye® Item No. 1906 \$**11**⁵⁰

- 3.5 gm

First Aid



Adhesive Bandages Item No. 1344

\$500

 Compare to Band-Aid[®] Plastic Strips
 60 ct



Alcohol Pads Item No. 1200

\$**5**50

- 100 ct/70%



Antiseptic Skin Cleanser Item No. 1808 \$**11**00

Compare to Hibicle

- Compare to Hibiclens®

- 8 oz

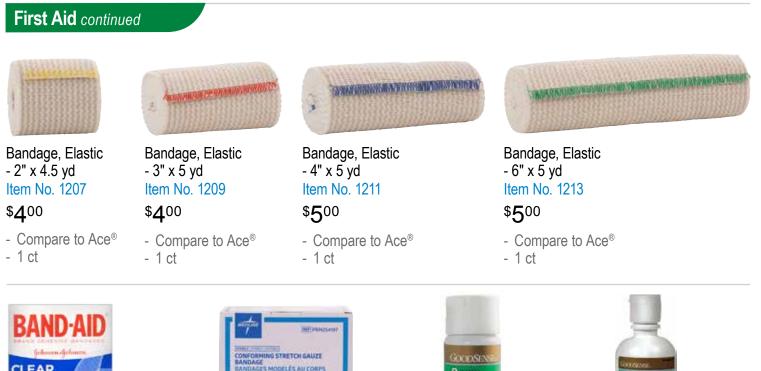


Bactine[®] Solution Item No. 1142

\$1000

- 4 oz

Talk with your doctor before starting a new product regimen.



\$**7**00 - 45 ct

Item No. 1667



Bandages, Gauze Sterile, Conforming Stretch - 3" x 4.1 yd Item No. 1223

\$**7**50

- 12 ct



Burn Relief Spray Item No. 1926

\$**10**00

- Compare to Solarcaine®
- 4.5 oz/0.5%



Caldyphen Clear (Anti-Itch Lotion) Item No. 1144

- \$**9**00
- Compare to Caladryl®
- 6 oz/1%



Bandages, Band-Aid® Clear

Comfort-Flex, Assorted Sizes

Cotton Tipped Applicator - 6" Item No. 1669

\$1200

- 1,000 ct



Diphenhydramine HCL/Zinc Acetate (Anti-Itch Cream) Item No. 1140

\$500

Compare to Benadryl Cream[®]
 1 oz



Face Masks, Procedural, with Earloops Item No. 1896

\$**25**00

- 50 ct



First Aid Kit, 20 Pieces Item No. 1947

\$**7**00

First Aid contin	ued FIRST AID ONEX Clean & Protect First Aid		THERA CARE. THERA CARE. THERA CARE. THE CARE CARE. THE CARE CARE. THE CARE CARE. THE CARE CARE. THE CARE CARE. THE CARE. TH	
First Aid Kit, 75 Pieces Item No. 1215	First Aid Kit, 175 Pieces Item No. 1738	Gauze Pad, Johnson & Johnson [®] - 2" x 2" Item 1676	Hot/Cold Pack, 1 small & 1 large Item No. 1062	Hydrogen Peroxide Item No. 1228
\$ 10 00	\$ 17 00	\$ 6 00	\$ 9 00	\$5 ⁰⁰
- 1 ct	- 1 ct	- 25 ct	- 1 ct	- 16 oz/3%
Contract Accuracy Accuracy	Nexcare	Powd	BITEX III or Free Nitrie Select fam Data Britishamman	CAREAL! RetroTeum Jelie Without States Without States Personal Persona
Isopropyl	Liquid Band		am	Petroleum Jelly
Alcohol Item No. 1713	Item No. 18	72 Gloves Item No.	1840	Item No. 2018
\$ 6 ⁰⁰	\$ 8 50	\$ 14 00		\$ 7 00
- 16 oz/70%	45 oz	- 100 ct		 Compare to Vaseline[®] 4 oz

Foot Care



Bunion Guard Item No. 1784

\$**9**00

- 1 ct



Callus Remover Pads Item No. 1238 \$**7**00

- Compare to Dr. Scholl's®
- 6 ct



Corn Remover Pads Item No. 1236 \$**7**00

- Compare to Dr. Scholl's®
- 9 ct

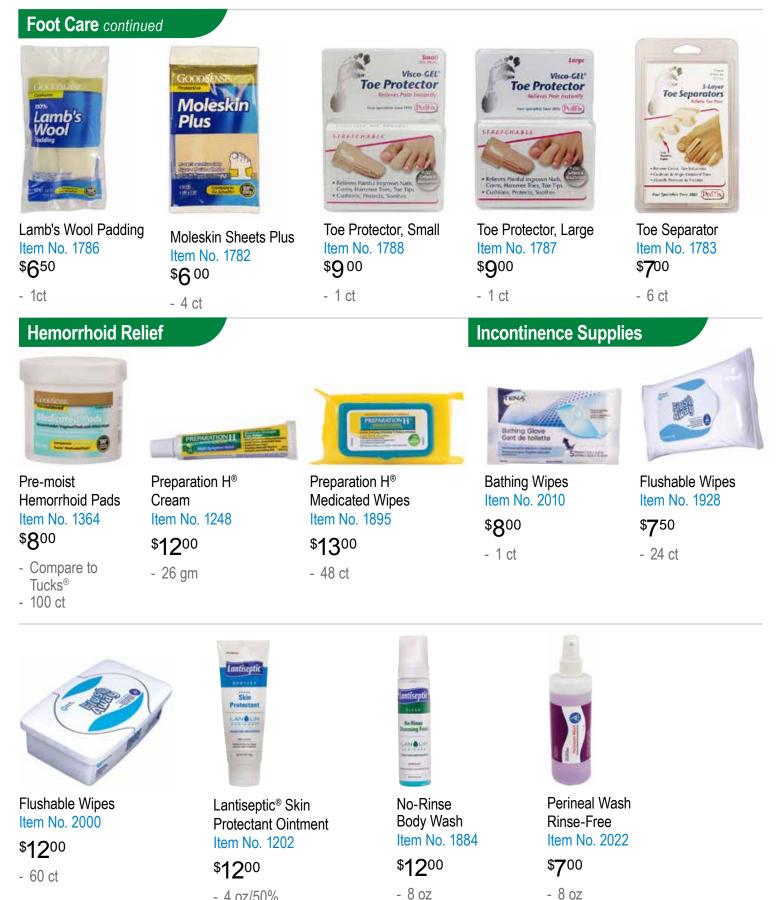
- 4 OZ



Hammer Toe Crest Item No. 1785 \$1000 - 1 ct

Talk with your doctor before starting a new product regimen.

- 4 oz/50%



Incontinence Supplies continued



Premier[®] Adult Briefs, Medium - 32" to 44" Item No. 1993

\$3400

- Compare to Depend®
- 14 ct



Premier[®] Disposable Underwear, Large - 44" to 58" Item No. 1991

\$3400

- Compare to Depend®
- 16 ct



Premier[®] Adult Briefs, Large - 44" to 58" Item No. 1994

\$3400

- Compare to Depend®
- 12 ct



Premier[®] Adult Briefs, X-Large - 58" to 63" Item No. 1995

\$3400

- Compare to Depend[®] - 10 ct



Premier[®] Disposable Underwear, Medium - 36" to 44" Item No. 1990

\$3400

- Compare to Depend®
- 18 ct



Premier[®] Disposable Underwear, X-Large - 56" to 68" Item No. 1992

\$3400

- Compare to Depend[®] - 14 ct



Underpad, Extra Absorbent Air Permeable, 30" x 36" Item No. 1996

\$**15**00

- Compare to Depend®
- 5 ct



Washcloth with Lanolin Item No. 1348 \$**9**00



Lice Treatment (Pediculicide)



Lice Elimination Kit Item No. 1929

\$2700

- Compare to RID®
- 1 kit



Lice Treatment Rinse (Permethrin) Item No. 1269

\$1400

- Compare to Nix®
- 59 ml/1%



Lice Treatment Shampoo Item No. 1271

\$**9**00

- Compare to RID®
- 4 oz



Motion Sickness



Dramamine[®] Chewables, Orange Item No. 1264

\$700

- 8 ct/50 mg





Talk with your doctor before starting a new product regimen.

Pain Relief Aids



Aspercreme[®] Item No. 1924

\$**7**50

- 1.25 oz



Cold/Hot Menthol Medicated Patch Item No. 1944 \$**8**00

- Compare to IcyHot®
- 5 ct/5%



Epsom Salt Item No. 1845 \$**7**75

- 4 lb



Heating Pad Digital, 12" x 15" Item No. 2024

\$4500

- 1 ct



Heating Pad Wrap For Shoulder, Neck, and Back. 25" x 26" Item No. 1943

\$5500

- 1 ct



Heating Pad, X-Large, 12" x 24" Item No. 1942

Pain Relief Cream,

Arthritis Hot®

Item 1809

- 3 oz/0.1

\$700

\$3500

- 1 ct



HeatWraps - Back & Hip Item No. 1859

\$1300

- Compare to ThermaCare® - 2 ct



HeatWraps - Neck, Shoulder, & Wrist Item No. 1860

\$1300

- Compare to ThermaCare®

- 3 ct



Ice Bag - 9" Item No. 1761

- 1 ct



Menthol Gel Item No. 1923

\$850

- Compare to Mineral Ice®
- 8 oz/2%



Pain Relief Mask Item No. 1762 \$**9**00

- 1 ct



Pain Relieving Muscle Rub Item No. 1475

\$600

- Compare to Bengay® - 2 oz/2.5%



Salonpas[®] Pain Relief Patches Item No. 1739

\$1400

- 6 ct



Warm or Cold Water Bottle, Rubber Latex Item No. 1781

\$10⁰⁰

- 1 ct





Acetaminophen (Pain

- Compare to Tylenol

Scar Gel

\$1000

- 1 oz

Item No. 1852

Extra Strength®

- 500 ct/500 mg

Item No. 2002

\$1500

Reliever, Extra Strength)

Pain Relievers & Fever Reducers



Acetaminophen (Pain Reliever, Extra Strength) Item No. 2030

\$400

- Compare to Tylenol Extra Strength®
- 24 ct/500 mg

Skin & Sun Care



Aloe Vera Cream Item No. 1070 \$600

0

- 8 oz



Acetaminophen (Pain

- Compare to Tylenol®

Extra Strength

- 50 ct/500 mg

Item No. 1105

\$588

Reliever, Extra Strength)

Calamine Skin Protectant Lotion Item No. 1821

\$**6**00 - 6 oz



Hand Sanitizer Item No. 1065

\$**6**⁵⁰

Compare to Purell[®]
 8 oz



Aleve[®] Item No. 1104 \$**16**⁰⁰

- 100 ct/220 mg



Bayer[®] Back & Body Pain, Extra Strength Item No. 1720

\$700

- 24 ct/500 mg, 32.5 mg



Lotion SPF 30 Item No. 1908

\$**5**00 - 1.5 oz



Sunscreen Lotion SPF 30 Item No. 1284

\$**6**00

- 3.5 oz

Sleep Aids



Nasal Strips, Medium Item No. 1724

\$**12**00

- Compare to Breathe Right®
- 30 ct

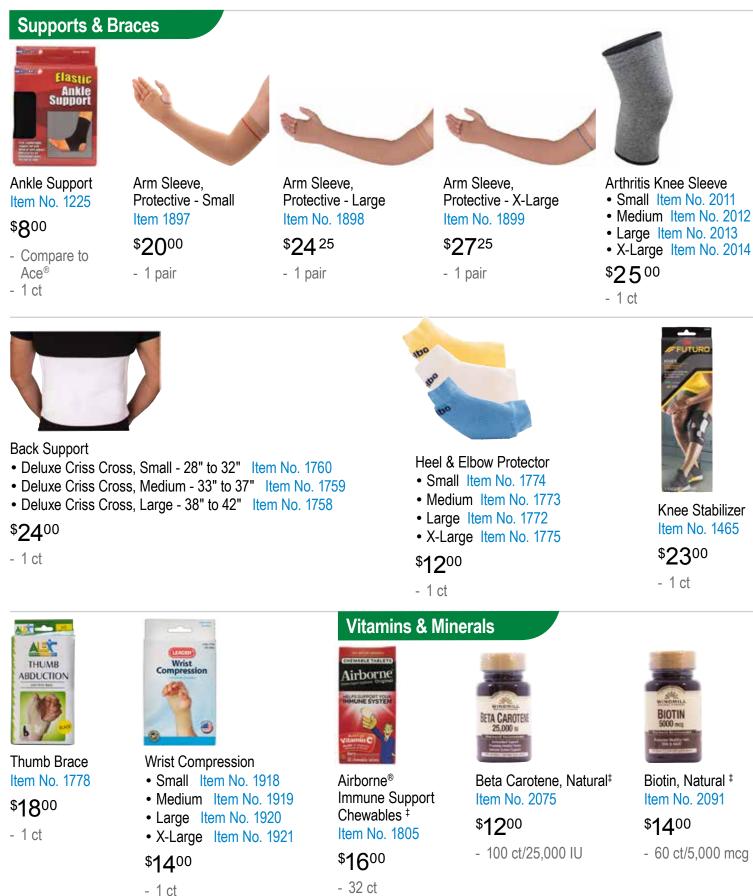


Nasal Strips, Large Item No. 1725

\$1200

- Compare to
- Breathe Right®
- 30 ct

Talk with your doctor before starting a new product regimen.







Calcium Chew, Chocolate [‡] Item No. 1945

\$1100

- Compare to Caltrate®
- 60 ct/500 mg, 1000 IU



Cod Liver Oil [‡] Item No. 1827 \$**8**75

- 100 ct



Cod Liver Oil, Natural [‡] Item No. 2076

\$1100

- 100 ct



Coenzyme Q-10 [‡] Item No. 1828

\$**14**00

- 30 ct/100 mg



Coenzyme Q-10, Natural [‡] Item No. 2092

\$**18**00 - 45 ct/100 mg



Ferrous Gluconate (Iron Supplement), Natural [‡] Item No. 2073

\$1100

- 100 ct/27 mg



Fish Oil, Soft Gels [‡] Item No. 1741 \$**11**00

- 60 ct/1,000 mg



Flaxseed [‡] Item No. 1849 \$**12**⁰⁰

- 100 ct/1,000 mg



Folic Acid, Natural [‡] Item No. 2093

\$**9**00

- 100 ct/800 mcg



Glucosamine (Joint Health Support) [‡] Item No. 1114

\$**10**00

- 60 ct/500 mg



Glucosamine/Chondroitin (Joint Health Support) [‡] Item No. 1003

\$1100

- 60 ct/250 mg, 200 mg



Glucose Tablets Item No. 1997 \$**8**00

- 50 ct



Healthy Eyes[®] with Lutein [‡] Item No. 1975

\$**8**50

 Compare to Ocuvite[®]
 60 ct



Immune Support Chewables [‡] Item No. 1866 \$**12**00





Leg Cramps Pain Relief Caplets [‡] Item No. 1870

\$**17**00

- 100 ct

Talk with your doctor before starting a new product regimen.



Vitamins & Minerals continued



Vitamin B-12, Sublingual, Natural [‡] Item No. 2083

\$**18**00

- 60 ct/5,000 mcg



Vitamin B-Complex, Natural [‡] Item No. 2079

\$**10**00

- 100 ct



Vitamin C [‡] Item No. 1706 \$**11**00 - 100 ct/1,000 mg



Vitamin C, Natural [‡] Item No. 2084

\$**14**00 - 100 ct/1,000 mg



Vitamin C, with Rose Hips, Natural [‡] Item No. 2085

\$1500 - 60 ct/1,500 mg



Vitamin D3 [‡] Item No. 1383 \$**6**00

- 100 ct/400 IU



Vitamin D3 [‡] Item No. 1973 \$**10**⁰⁰

- 100 ct/5,000 IU



Vitamin D3, Gummy [‡] Item No. 1978 \$**13**00 - 120 ct/1,000 IU



Vitamin D3, Natural [‡] Item No. 2077 \$**10**00

- 100 ct/1,000 IU



Vitamin D3, Natural [‡] Item No. 2078 \$**12**⁰⁰ - 60 ct/5,000 IU



Vitamin E, Soft Gels [‡] Item No. 1391 \$600 - 100 ct/100 IU



Vitamin E, Soft Gels, Natural [‡] Item No. 2086

\$**12**00 - 90 ct/400 IU



Vitamin E, Soft Gels, Natural[‡] Item No. 2087

\$**12**00

- 30 ct/1,000 IU



Zinc, Chelated [‡] Item No. 1419 \$**8**00





Zinc, Natural [‡] Item No. 2090 \$**10**⁰⁰ - 100 ct/50 mg

Talk with your doctor before starting a new product regimen.

Wart Remover



Wart Removal System, Dr. Scholl's[®] Item No. 1288

\$1400

- 20 ct



Wart Removal System, Wartners[®] Item No. 1289

\$1900

- 1 ct



Wart Remover, Liquid Item No. 1075

\$**9**00

 Compare to Compound W[®]
 9 ml/17%

§ Scales are only available to customers with congestive heart failure or liver disease. Please talk with your health care provider before ordering.
‡ Must be recommended by your health care provider for a specific diagnosed condition. Please talk with your provider before ordering.

Based on VAS effective 09/01/2020 to 08/31/2021.

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Cigna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services at 1-877-653-0327 (TTY: 7-1-1), Monday to Friday, 8 a.m. to 5 p.m. Central Time.

If you believe that Cigna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Cigna Attn: Appeals, Complaints, and Grievances Department P.O. Box 211088 Bedford, Texas 76095 Phone: 1-800-653-0327 (TTY 711) Fax: 1-877-809-0783

You can file a grievance in writing by mail or fax. If you need help filing a grievance, Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

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20 NDMLI TSP

Multi-language Interpreter Services

English – ATTENTION: If you speak English, language assistance services, free of charge are available to you. Call 1-877-653-0327 (TTY 711).

Spanish – ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-653-0327 (TTY 711).

Chinese – 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-877-653-0327 (TTY 711)。

Tiếng Việt (Vietnamese) – CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-653-0327 (TTY: 711).

Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-653-0327 (TTY: 711) 번으로 전화해 주십시오.

Tagalog – PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-653-0327 (TTY: 711).

Russian – ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-653-0327 (телетайп: 711).

Arabic 1-877-653-0327 ملحوظة إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان اتصل برقم 1-877-653-0327 (رقم هاتف الصم والبكم 711).

French – ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-653-0327 (ATS : 711).

Polish – UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-653-0327 (TTY: 711).

Italian – ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-653-0327 (TTY: 711).

German – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-653-0327 (TTY: 711).

Japanese - 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。 1-877-653-0327 (TTY: 711)まで、お電話にてご連絡ください。

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-877-653-0327 (TTT: 171) تماس بگیرید.

Hindi – ध्यान दें: अगर आप हिंदी बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। 1-877-653-0327 (TTY 711) पर कॉल करें।

Gujarati – સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહ્યય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-653-0327 (TTY: 711).

Urdu

خبردار: اگر آپ اردو ہولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال 187-653-032 (TTT). ک

Lao – ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ານບໍລິການໃຫ້ຄວາມຊ່ວຍເຫຼືອດ້ານພາສາຈະໃຫ້ບໍລິການຟຣີແກ່ທ່ານ. ໂທ: 1-877-653-0327 (TTY 711).

Greek – ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-653-0327 (TTY: 711).







STEP 1 - COMPLETE YOUR INFORMATION BELOW

Member ID (found on plan member ID card)	Date of Birth	
First Name	Last Name	<u>MI</u>
Street Number Street Name		Apt/Suite #
City	State	Zip Code
Daytime Phone Email (O	otional) Please check	k box if this is a new address 🗌
		@

STEP 2 - PRODUCT SELECTION

Cash, checks, credit cards or money orders are not accepted under this Over-the-Counter (OTC) benefit.

Item #	Product Description	Quantity	Unit Price	TOTAL
1		\$		\$
2		\$		\$
3		\$		\$
4		\$		\$
5		\$		\$
Use the other side	to order more products.	Subtotal	from Other Side	\$
			Total Orde	r \$

Please mail this completed form in the postage-paid envelope to:

OTC Servicing Center, PO Box 267067, Weston, FL 33326-9895

Your order total will be applied to the month in which we receive your form. For example, you mail your order form on June 29th. However, we receive it on July 1st. Your order total will be applied to your July benefit. It will not apply to your June benefit.

MCDTX_19_75982 10142019

STEP 2 - PRODUCT SELECTION (Continued)

Item #	Product Description	Quantity	Unit Price	TOTAL
6		\$		\$
7		\$		\$
8		\$		\$
9		\$		\$
10		\$		\$
11		\$		\$
12		\$		\$
13		\$		\$
14		\$		\$
15		\$		\$
16		\$		\$
17		\$		\$
18		\$		\$
19		\$		\$
20		\$		\$
Please add Subtota	al to the other side.		Subtota	I \$

Cash, checks, credit cards or money orders are not accepted under this Over-the-Counter (OTC) benefit.

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KEEP TRACK OF YOUR ORDERS BELOW

DATE	ІТЕМ

KEEP TRACK OF YOUR ORDERS BELOW

DATE	ІТЕМ
	1

KEEP TRACK OF YOUR ORDERS BELOW

DATE	ITEM





