

AmeriHealth Care Card Frequently Asked Questions (FAQs)

What is the AmeriHealth Care Card?



The AmeriHealth Care Card has a **quarterly Over-the-Counter (OTC) benefit** allowance, the other for the **annual dental, vision, and hearing (DVH) flex benefit** allowance. Your AmeriHealth Care Card is separate from your member ID card and comes preloaded with both allowances on the same card. If you received an AmeriHealth Care Card during a previous year, please continue to use the same card.

Your card is preloaded with your allowance(s). You can use your card the month your coverage becomes effective. **Simply swipe your card and select credit — no pin is needed.**
KEEP THIS CARD through the expiration date.

The **OTC** and **DVH** allowances only apply to the plans below:

Separate Wallets	AmeriHealth Medicare Core PPO	AmeriHealth Medicare Enhanced PPO	AmeriHealth Medicare Secure PPO
Annual DVH Flex Allowance	\$300	\$300	\$300
Quarterly OTC Allowance	\$50	\$100	\$30

The **OTC benefit allowance** is a **quarterly allowance** to pay for eligible OTC health and wellness products at participating stores.

The **DVH flex benefit allowance** is an **annual allowance** that can be used to pay for:

- Out-of-pocket dental, vision, and hearing expenses.
- Services and products provided by a licensed dental, vision, or hearing provider that accepts the AmeriHealth Care Card.

Services include, but are not limited to:

Dental services – Exams, X-rays, tooth extractions, root canals, bridges, crowns, and periodontal work.

Vision services – Exams, contact lenses, eyeglasses, and prescription sunglasses.

Hearing services – Exams, hearing aids, and hearing aid repairs.

How do I check my AmeriHealth Care Card allowances?

To check your balance, visit **mybenefitscenter.com**, download the OTC Network® App, or call the number on the back of your AmeriHealth Care Card.

When are the funds on my AmeriHealth Care Card updated?

OTC benefit allowance – Your OTC benefit allowance is reloaded quarterly. You can use your OTC allowance on the first day of each quarter. Please note: Your quarterly allowance will appear on **mybenefitscenter.com** or on the OTC Network® App prior to the first day of the new quarter.

- **Quarter 1:** January 1 – March 31
- **Quarter 2:** April 1 – June 30
- **Quarter 3:** July 1 – September 30
- **Quarter 4:** October 1 – December 31

DVH flex benefit allowance – Your DVH flex benefit allowance will be loaded annually at the beginning of each plan year.

How do I register through the Convey website?

Visit **conveybenefits.com/ah** to create an account. Make sure to have your AmeriHealth Care Card number available. Then enter your member and personal information (it must match the information listed on your AmeriHealth Care Card), set up your account with a username and password, and establish a security question. For help creating an account, call **1-855-262-0012** (TTY/TDD: **711**).



Will my unused balance roll over into the next benefit period?

No. Be sure to spend your OTC benefit allowance each quarter and your DVH flex benefit allowance each plan year as any unused balance will not roll over.

Where can I shop for eligible OTC items?

- **In-store:** Visit **mybenefitscenter.com**, use the OTC Network® App, or call our Member Help Team for a full list of participating stores and eligible products.
- **Online:** Shop through the Convey Catalog at **conveybenefits.com/ah**.
- **By phone:** Call **1-855-262-0012** (TTY/TDD: **711**) to place your order with a Convey OTC specialist, Monday through Friday, 8 a.m. to 11 p.m.

May I return OTC items I purchased with my AmeriHealth Care Card?

Every participating store has their own return policy. Be sure to check the return policy at the store(s) where you shop before purchasing products. For the allowance to be added back to your AmeriHealth Care Card, returns must be made within the same quarter as the one in which the items were purchased. If the quarter has lapsed, items may be exchanged for other approved OTC items. Purchases made through Convey may not be returned.

What happens if I exceed my benefit allowance when shopping?

OTC benefit allowance – If you exceed your benefit allowance for an order, alternative payment will be required for the remaining balance due. Be sure to check your available balance amount by logging into **mybenefitscenter.com**, using the OTC Network® App, or calling the number on the back of your AmeriHealth Care Card.

DVH flex benefit allowance – If you exceed your benefit allowance, alternative payment will be required for the remaining balance due. Be sure to ask your provider if they accept split payment methods (using multiple methods of payment for a single transaction) prior to receiving services. Check your available balance amount by logging into **mybenefitscenter.com**, using the OTC Network® App, or calling the number on the back of your AmeriHealth Care Card.

What should I do if I lose my AmeriHealth Care Card?

If you lose your AmeriHealth Care Card or it is stolen, call our Member Help Team at the number on the back of your member ID card. Your card will be cancelled immediately. You will receive a new card within 14 business days of contacting the Member Help Team. Your replacement card will have a new card number. If you find your previous card **after** receiving a replacement, please dispose of it.

Why do I need to speak with my physician before I can order certain OTC items?

Dual-purpose items are medicines and products that can be used for either a medical condition or general health and well-being. To purchase these items, your physician must recommend them for a specific diagnosed condition. Please speak to your physician before ordering these items. These items include, but are not limited to, vitamins and minerals, home monitoring and testing, and weight loss items.

Will there be changes to the eligible OTC products?

There may be changes throughout the year. To search OTC products available for retail purchase, visit **mybenefitscenter.com** or use the OTC Network[®] App.

For the most up-to-date listing of OTC products available for home delivery, visit **conveybenefits.com/ah**.

Products and prices are accurate based on the date the catalog is published.

I received letters about my AmeriHealth Care Card purchases. What are these letters?

When you use your AmeriHealth Care Card, your transactions will be included in your monthly *Explanation of Benefits* (EOB). When you exceed your quarterly OTC benefit allowance or annual DVH or M+DVH flex benefit allowance, or if you attempt to make a purchase from an invalid merchant, you will receive an *Integrated Denial Notice* (IDN). If you have questions about these materials, please contact our Member Help Team at the number on the back of your member ID card.

What can I purchase using my AmeriHealth Care Card?

Your DVH flex benefit allowance can be used to purchase the following services and supplies:

- Comprehensive dental
- Eyeglasses
- And much more!
- Contacts
- Hearing aids
- Dental X-rays
- Medicare-covered exams and routine exams

Your OTC benefit allowance can be used to purchase the following items[†]:

- Acid controller liquids/tablets
- Adult aspirin & pain relief
- Allergy, sinus & combination liquids & tablets
- Boost™, Ensure® & Glucerna®
- Corn/callus/bunion pads & removers, anti-fungal powders creams/liquids/sprays
- Cough, cold & flu liquids or tablets
- CoQ10 herbals & botanicals (echinacea, ginseng, ginkgo, etc.)
- Denture/dental care (floss, toothbrush, toothpaste, & denture care)
- Digestive aids (probiotics & prebiotics)
- Ear drops & eye wash
- Heart health & essential fatty acids (fish oil, flax, GLA, etc.)
- Incontinence (disposable underwear, disposable underpads, etc.)
- Laxatives (stool softeners & fiber acid)
- Meal replacement shakes, nutrition drinks
- Vitamins & minerals (calcium, vitamin D, etc.)
- And much more!

What are some Items NOT covered by your OTC benefit allowance?

- Baby medicines
- Contraceptives
- Cosmetics
- Food products or supplements (includes liquids, powders & bars)
- Foot grooming, foot moisturizers, exfoliators & cleansers, odor & wetness treatment, insoles/inserts
- Grooming products
- Mouthwash (only fluoride treatment & dry mouth mouthwash are covered)
- Sport/energy liquids
- Weight management foods

My AmeriHealth Care Card did not work at the register. Can I be reimbursed?

OTC benefit allowance – If you paid out of pocket for approved OTC items at a participating retailer *due to an error with your AmeriHealth Care Card, please save your receipt.* For information on how to submit for reimbursement, please call our Member Help Team at the number on the back of your member ID card.

DVH flex benefit allowance – If you've paid out of pocket at a dental, vision, or hearing provider *due to an error with your AmeriHealth Care Card or your provider could not accept two forms of payment, you may submit for reimbursement.* Please save your receipt. For information on how to submit for reimbursement, call our Member Help Team at the number on the back of your member ID card.

[†]A complete list of covered items is available online at mybenefitscenter.com. The AmeriHealth Care Card OTC allowance is provided quarterly (every three months) and does not carry forward to the next quarter if it is not used. You must use your AmeriHealth Care Card to purchase OTC items at a participating retailer. OTC items purchased from non-participating retailers will not be covered. The DVH flex benefit allowance is preloaded on the AmeriHealth Care Card is a separate wallet from the OTC benefit provided on the same card. Members should retain the card through the expiration date. Members should ask the provider if they accept split payment methods prior to receiving services. OTC Network®, OTC Network® app, and Convey Health Solutions are provided by InComm Payments™, an independent company. AmeriHealth Medicare coverage issued by AmeriHealth Insurance Company of New Jersey. AmeriHealth offers PPO Medicare Advantage plans with a Medicare contract. Enrollment in AmeriHealth PPO Medicare Advantage plans depends on contract renewal.