

# Your AmeriHealth Care Card helps you take care of your health



AmeriHealth Medicare Core PPO, AmeriHealth Medicare Enhanced PPO, and AmeriHealth Medicare Secure PPO plan members receive an AmeriHealth Care Card that helps you save money with a quarterly over-the-counter (OTC) allowance and an annual dental, vision, and hearing (DVH) flex benefit allowance, all on one card. Your AmeriHealth Care Card is separate from your member ID card and comes preloaded with both allowances on the same card.

## OTC benefit

You get a quarterly allowance to pay for eligible OTC health and wellness items at participating stores like CVS Pharmacy, Rite Aid, ShopRite, Walgreens, Walmart, and more. You can use your OTC allowance to buy things like cold and allergy medications, first aid supplies, blood pressure cuffs, vitamins and minerals, and more.

Quarterly OTC allowances vary by plan:

- AmeriHealth Medicare Core PPO — **\$50**
- AmeriHealth Medicare Enhanced PPO — **\$100**
- AmeriHealth Medicare Secure PPO — **\$30**

**Your OTC allowance is provided quarterly (every three months) and does not roll over to the next quarter if it is not used.** OTC items purchased from non-participating retailers will not be covered.

You can use your card the month your coverage becomes effective.

**Simply swipe your card and select credit — no PIN is needed.**

You should retain your card through the expiration date.



**Shop at a participating store or from home**

**In-store:** Visit [mybenefitscenter.com](https://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](https://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.

## Dental/Vision/Hearing (DVH) flex benefit

You will also get an annual allowance of **\$300** to pay the cost-sharing for covered DVH benefits, or purchase services or supplies received from any licensed dental, vision, or hearing professional that accepts the AmeriHealth Care Card. This includes Medicare-covered exams, routine exams, contacts and eyeglasses, hearing aids, dental X-rays, comprehensive dental services, and much more! Your DVH allowance does not roll over to the next benefit year.

## Frequently asked questions about the AmeriHealth Care Card

### When are the OTC benefit funds on my AmeriHealth Care Card preloaded?

Your OTC benefit allowance is preloaded quarterly (every three months). Your OTC benefit will be available for use on the first day of each quarter: **January 1, April 1, July 1, and October 1.**

Please note: Your quarterly allowance may appear on [mybenefitscenter.com](https://mybenefitscenter.com) or on the mobile app prior to the first day of each new quarter. However, your allowance amounts will not be available for use until the first day of each quarter.

### When are the DVH Flex benefit funds on my AmeriHealth Care Card replaced?

Your DVH Flex benefit allowance is reloaded **annually** on **January 1**. Your annual allowance will be available based on your plan effective month.

### Who do I contact for questions about my AmeriHealth Care Card?

To replace a missing card, or ask questions about this benefit, contact our Member Help Team at **1-866-569-5190** (TTY/TDD: **711**). Representatives are available seven days a week from 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

### How do I check my card balance?

Call **1-833-684-8472** (TTY/TDD: **711**) 24/7, visit [mybenefitscenter.com](https://mybenefitscenter.com), or use the OTC network mobile app.

The DVH flex allowance 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. When using your AmeriHealth Care Card, if the member exceeds the benefit amount, alternative payment will be required for the remaining balance due. Members should ask the provider if they accept split payment methods prior to receiving services. Dual-purpose items are medicines and products that can be used for either a medical condition or for general health and well-being. In order to purchase these items under your plan, your personal physician must recommend them to you for a specific diagnosed condition. Please speak to your physician before ordering these items. Items include, but are not limited to, vitamins and minerals, home monitoring and testing, and weight loss items. OTC Network<sup>®</sup>, OTC Network<sup>®</sup> app, and Convey Health Solutions are provided by InComm Payments<sup>™</sup>, an independent company. All trademarks/service marks are the property of their respective owners.

AmeriHealth offers PPO Medicare Advantage plans with a Medicare contract. Enrollment in AmeriHealth PPO Medicare Advantage plans depends on contract renewal.

AmeriHealth Medicare coverage issued by AmeriHealth Insurance Company of New Jersey.

