

OTC, ThriveFlex and PriorityFlex | Priority Medicare benefit brief

Short description Over-the-counter health products, healthy food access and other payment support benefits

Vendor Lynx®

Summary Select PriorityMedicare members will have an over-the-counter (OTC) benefit with which they can purchase OTC medications and health and wellness products such as bathroom safety bars, toothpaste, sunscreen, incontinence supplies, etc.

ThriveFlex, which is included on PriorityMedicare Thrive and Thrive Plus plans provides members two wallets on one card:

1. A quarterly OTC allowance (same way as all other OTC allowance)
2. An annual wellness allowance to use on fitness equipment, fitness memberships (that fall outside their One Pass benefit) and nutrition support applications like myFitness Pal, Noom and Weight Watchers.

PriorityFlex, which is included with Priority Health's D-SNP plan, provides members with an allowance on a Mastercard that can be used towards:

- OTC items/products (same way as all other OTC allowances)
- Health food and produce
- Select utilities (such as water, gas, electric, septic, trash, internet and phone)
- Pest control services
- Meal delivery

All cards now include access to an easy-to-use mobile app called Priority Health OTC.

Where services may be performed

There are three ways members can use their PriorityMedicare OTC, ThriveFlex or PriorityFlex card:

1. **Ordering OTC items, pest control services and meal delivery online.** Members can view and purchase products online anytime at priorityhealth.com/shopotc or on their Priority Health OTC mobile app.
2. **Shopping in-store for OTC items, healthy food and fitness equipment.** Members can shop at Meijer, Kroger, CVS, Walgreens, Walmart and Costco (PIN required) and other participating store locations.
3. **Calling for OTC delivery.** Members can call **833.415.4380** (TTY 711) Monday through Friday 8 a.m. – 11 p.m. EST or Saturday and Sunday from

8 a.m. – 12 p.m. to place an order after reviewing the items in the OTC catalog.

*Members using their PriorityFlex or ThriveFlex cards towards any other services can use it as they would any other Mastercard.

Authorization required? No.

Accessing and using the benefit

New members will receive a preactivated OTC, ThriveFlex or PriorityFlex Mastercard prior to their effective date along with a catalog of approved products. Members can use their card in-store, online, on the mobile app or by phone to purchase approved OTC items or healthy food (if included on their plan and if they qualify).

They can also go online to priorityhealth.com/shopotc 24 hours a day. This website allows members to place orders for over-the-counter products offered to them as part of their supplemental benefit.

Coverage criteria

OTC is included with the following PriorityMedicare plans:

- Edge
- Key
- Value
- Vital

ThriveFlex is included with Thrive and Thrive Plus plans.

PriorityFlex is included with Priority Health's D-SNP plan, members must qualify for any level of Low-Income Subsidy (LIS), or Extra Help to receive this benefit.