

Keep this catalog  
for future orders.

# 2023 Over-the-counter (OTC) product catalog



Get OTC products delivered to you at no extra cost!



[Aetna.NationsBenefits.com](https://Aetna.NationsBenefits.com)

1201151-09-01

# Shop easier, healthier and happier

Hello, valued member:

We would like to welcome you and thank you for choosing **Aetna**. As a valued member, you have an OTC benefit through **NationsOTC**<sup>®</sup>. This gives you access to a wide variety of OTC products.

Placing an order is easy. You have five ways to use your benefit allowance and get two-day shipping at no extra cost when ordering items through NationsOTC. Just keep this catalog where it's handy. You can use it to place future orders. It also has helpful information such as:

- Instructions on how to place an order
- Order form and postage-paid envelope
- Edited list of categories and eligible products

If you need help placing an order, just call **1-877-204-1817 (TTY: 711)**. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available if needed, free of charge.

Sincerely,

**Your NationsOTC Team**

# Helpful benefit information



You can save time and money by using your OTC benefit allowance. You can order the items you need. You should try to spend your full allowance before the end of each quarter.

## Here's more information about your OTC benefit:



### **Benefit usage:**

This benefit is intended for your use only to help promote health and wellness .

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### **Availability:**

Items, amounts, sizes, and values are subject to change depending on availability.

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### **Substitution:**

If an item is out of stock, a similar product of equal or higher value will be shipped. You will not be charged the difference if the substitution item's price is higher than that of the item you originally ordered

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### **Delivery:**

Please allow two days for delivery.

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### **Returns:**

Due to the personal nature of these products, return of unwanted items may not be required.

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### **Disenrollment:**

If you disenroll from your health plan, your OTC benefit will automatically end.

# Ordering OTC products has never been easier

**You have five convenient ways to shop. Choose the option that's best for you:**



## **In-store**

You can use your Extra Benefits Prepaid Card at participating stores near you.

- You can use your OTC benefit allowance to purchase OTC products at retailers from these categories:

- Cold, flu & allergy
- Dental & denture care
- Diabetes care
- Digestive health
- First aid & medical supplies
- Eye & ear care
- Foot care
- Hemorrhoidal preparations
- Home diagnostic & patient aids
- Incontinence supplies
- Pain relief
- Personal care
- Skin care
- Sleep aids
- Supports & braces
- Vitamins & dietary supplements<sup>4</sup>

- Go to **Aetna.NationsBenefits.com** to find a participating store.
- Use the in-store shopping guide in this catalog to see eligible product categories. You can also search for eligible products at **Aetna.NationsBenefits.com** or scan a product UPC barcode to see if it's eligible using the MyBenefits app. The bar code, or UPC symbol, is the series of black vertical lines seen on any product. To scan the UPC code with the app you will need to:

- 1** Open MyBenefits app
- 2** Launch Barcode Scanner
- 3** Position your phone camera to see the product's entire UPC barcode
- 4** Scan product UPC barcode
- 5** See product eligibility information

You can also call NationsBenefits at **1-877-204-1817 (TTY: 711)** to find participating stores and ask about eligible items.

- When you're finished shopping, select debit at check out. Then, swipe your card. You will not need a PIN to use your card. Your available OTC spending allowance amount will apply to the eligible items. Your total will reflect the OTC savings.
- If your total is more than your available balance, please use another form of payment for the remaining amount.

# Ordering OTC products has never been easier

NationsOTC is your exclusive OTC delivery service. You may use the NationsOTC Home Delivery section of this catalog. Or go to **Aetna.NationsBenefits.com** to search by product or UPC code. Then select items you'd like shipped to your home at no extra cost.

Online, app, phone, and mail delivery service are only available through NationsOTC, you will not be able to use these options with other retailers.



## Online

- Log in to your secure online account on the MyBenefits website at **Aetna.NationsBenefits.com** to place your order.
- Select the items you would like to buy and follow the instructions for checkout and payment.



## App

- Scan this QR code to download the MyBenefits app on your mobile device or search "MyBenefits" in the App Store or Google Play to get started.
- Select the items you would like to buy and follow the instructions for checkout and payment.



## Phone

Select the items you would like to buy and call **1-877-204-1817 (TTY: 711)** to place your order.

Our Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. They can help you place your order.

# Ordering OTC products has never been easier



## Mail

- Select the items you would like to buy
- Complete the order form in the back of this catalog
- Send your completed order form using the postage-paid envelope attached to this catalog to:

**NationsOTC**  
**1801 NW 66th Avenue, Suite 100**  
**Plantation, FL 33313**

This catalog only includes one order form, you will receive a new order form with each order you place.

To ensure that you are able to use your spending allowance before it expires at the end of each quarter, please mail your order form no later than 3/20/23 (first quarter), 6/20/23 (second quarter), 10/20/23 (third quarter) and 12/20/23 (fourth quarter). If you are ordering after these dates, please shop in-store, or place your order online or by phone. If the order form is received after the first day of a new quarter, this order will be applied to the allowance of that quarter. Unused allowances do not roll over to the next quarter.

# Mail order product categories



To see a complete list of your covered 2023 OTC products, please visit the MyBenefits portal at [Aetna.NationsBenefits.com](https://www.aetna.com/nationsbenefits) or if you would like to receive a full version of the catalog call **1-877-204-1817 (TTY: 711)**.

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## Top selling products



**Medicated Lip Balm, 0.15 oz.**  
Count: 1

Item #: 5559 **\$2.00**



**Vapor Rub, 3.5 oz.**  
Count: 1

Item #: 5511 **\$5.00**



**Dental Floss, Reach®  
Mint Waxed**  
Count: 1

Item #: 5130 **\$4.00**



**Denture Cleaning Tablets**  
Count: 40

Item #: 5546 **\$4.00**



**Interdental Flossers**  
Count: 90

Item #: 5200 **\$3.50**



**Toothbrush, Colgate®  
Adult Medium**  
Count: 1

Item #: 5101 **\$3.00**



**Toothbrush, Colgate®  
Adult Soft**  
Count: 1

Item #: 5505 **\$3.00**



**Toothpaste, Colgate®  
4 oz.**  
Count: 1

Item #: 5047 **\$4.00**



**Toothpaste, Crest®  
Sensi-Relief, 4.1 oz.**  
Count: 1

Item #: 5811 **\$9.00**



**Alcohol Pads¹**  
Count: 100

Item #: 5295 **\$3.50**



# Top selling products



**Antacid Chewables,  
Extra Strength, 750 mg.**

Count: 96

Item #: 5438 **\$4.50**



**Clear Eyes® Eye Drops,  
0.2 oz.**

Count: 1

Item #: 5487 **\$4.00**



**Q-Tips® Cotton Swabs**

Count: 170

Item #: 5608 **\$4.00**



**Band-Aids®<sup>1</sup>**

Count: 100

Item #: 5128 **\$8.50**



**Disposable Gloves,  
Nitrile, Large**

Count: 100

Item #: 5191 **\$16.00**



**Artificial Tears Drops, 0.5 oz.**

Count: 1

Item #: 5004 **\$4.50**



**Cotton Swabs**

Count: 300

Item #: 5385 **\$4.00**



**Bandages, Assorted<sup>1</sup>**

Count: 100

Item #: 5173 **\$4.50**



**Disposable Gloves,  
Nitrile, Medium**

Count: 100

Item #: 5193 **\$16.00**



**Hydrogen Peroxide, 3%,  
8 oz.**

Count: 1

Item #: 5227 **\$4.00**

## Top selling products



**Neosporin® Plus, 0.5 oz.**  
Count: 1

Item #: 5250      **\$9.00**



**Rubbing Alcohol, 70%,  
16 oz.<sup>1</sup>**  
Count: 1

Item #: 5541      **\$4.00**



**Vaseline® Jelly, 3.75 oz.**  
Count: 1

Item #: 5127      **\$4.50**



**Flushable Wipes<sup>1</sup>**  
Count: 24

Item #: 5529      **\$5.50**



**Aspirin, Enteric Coated  
Tablets, Low Dose, 81 mg.**  
Count: 120

Item #: 5090      **\$4.00**



**Procedural Face Masks  
with Earloops**  
Count: 50

Item #: 5817      **\$12.00**



**Triple Antibiotic Ointment,  
1 oz.**  
Count: 1

Item #: 5869      **\$4.50**



**Adult Washcloths  
Disposable<sup>1</sup>**  
Count: 48

Item #: 5447      **\$5.50**



**Acetaminophen Extra  
Strength Tablets, 500 mg.**  
Count: 100

Item #: 5303      **\$6.50**



**Bayer® Enteric Coated  
Aspirin, Low Dose, 81 mg.**  
Count: 32

Item #: 5034      **\$4.50**

# Top selling products



**Cold Hot Medicated Patch**  
Count: 5

Item #: 5080      **\$6.00**



**Salonpas® Patch**  
Count: 6

Item #: 5383      **\$13.00**



**Tylenol® Extra Strength Tablets, 500 mg.**  
Count: 100

Item #: 5423      **\$17.00**



**Aloe Vera Cream, 6 oz.**  
Count: 1

Item #: 5535      **\$3.50**



**Calcium + Vitamin D3 Tablets, 600 mg.<sup>2</sup>**  
Count: 60

Item #: 5298      **\$4.00**



**Centrum® Silver Vitamins<sup>2</sup>**  
Count: 125

Item #: 5001      **\$22.00**



**Coenzyme Q-10, 100 mg.<sup>2</sup>**  
Count: 30

Item #: 5156      **\$11.00**



**Fish Oil Softgels, 1,000 mg.<sup>2</sup>**  
Count: 60

Item #: 5140      **\$9.00**



**Glucosamine Chondroitin, 1,500 mg., 1,200 mg.<sup>2</sup>**  
Count: 60

Item #: 5176      **\$16.00**



**Vitamin D3, 125 mcg.<sup>2</sup>**  
Count: 100

Item #: 5749      **\$8.50**

Item #	Description	Count	Price
<b>Cold, flu &amp; allergy</b>			
5252	Abreva® Cream, 10%, 2 gm.	1 ct.	\$24.00
5084	Acetaminophen Sinus Congestion Caplets, 325 mg., 5 mg.	24 ct.	\$4.50
5335	Afrin® Nasal Spray, 0.05%, 0.5 oz.	1 ct.	\$13.00
5790	Airborne® Chew <sup>2</sup>	32 ct.	\$10.00
5606	Blistex® Ointment, 0.15 oz.	1 ct.	\$4.00
5344	Carmex®	1 ct.	\$2.50
5133	Cepacol® Sore Throat Lozenges	16 ct.	\$5.00
5052	Cetirizine Allergy Tablets, 10 mg.	30 ct.	\$8.00
5334	Claritin® Tablets, 10 mg.	10 ct.	\$18.00
5163	Coricidin®	20 ct.	\$12.00
5338	Cough & Cold for High Blood Pressure	16 ct.	\$5.00
5126	Cough Drops, Menthol	30 ct.	\$3.00
5399	Day & Night Cold & Flu Caplets	20 ct.	\$6.00
5153	Day Cold & Flu Liquid, 325 mg., 10 mg., 5 mg., 8 oz.	1 ct.	\$6.00
5234	DayQuil® Liquid, 325 mg., 10 mg., 5 mg., 8 oz.	1 ct.	\$12.00
5451	Diphenhydramine Allergy Tablets, 25 mg.	24 ct.	\$3.00
5855	Fexofenadine Allergy Tablets, 180 mg.	30 ct.	\$11.00
5856	Fluticasone Propionate Allergy Nasal Spray, 24-Hour, 144 sprays, 50 mcg.	1 ct.	\$21.00
5614	Humidifier, Ultra-Sonic, Crane®	1 ct.	\$65.00
5857	Loratadine Allergy Tablets, 10 mg.	100 ct.	\$12.00
5465	Mucinex® DM Tablets, 600 mg., 30 mg.	20 ct.	\$17.00
5858	Mucus Relief DM Expectorant & Cough Suppressant, Extended Release, 1,200 mg., 60 mg.	14 ct.	\$10.00
5081	Nasal Decongestion Spray, 0.05%, 1 oz.	1 ct.	\$4.00
5040	Night Cold & Flu Liquid, 650 mg., 30 mg., 12.5 mg., 8 oz.	1 ct.	\$6.00
5233	NyQuil® Liquid, 650 mg., 30 mg., 12.5 mg., 8 oz.	1 ct.	\$12.00
5005	Robitussin® DM Syrup, 200 mg., 20 mg., 4 oz.	1 ct.	\$11.00
5072	Saline Nasal Spray, 0.65%, 1.5 oz.	1 ct.	\$3.50
5693	Sore Throat Lozenges, Cherry	18 ct.	\$5.00
5023	Tussin DM Sugar-Free Syrup, 100 mg., 10 mg., 4 oz.	1 ct.	\$4.00
5008	Tylenol® Sinus Congestion Caplets, 325 mg., 5 mg.	24 ct.	\$12.00
5426	Zyrtec®, 10 mg.	14 ct.	\$22.00

Item #	Description	Count	Price
<b>Dental &amp; denture care</b>			
5700	Biotene® Dry Mouth Oral Rinse, 16 oz.	1 ct.	\$14.00
5330	Dental Floss, Mint Waxed	1 ct.	\$3.00
5168	Dental Travel Kit	1 ct.	\$3.50
5260	Denture Adhesive Cream, 2.4 oz.	1 ct.	\$4.00
5626	Denture Brush	1 ct.	\$1.50
5808	Efferdent® Plus Mint Tablets	44 ct.	\$9.00
5204	Efferdent® Tablets	20 ct.	\$3.00
5379	Fixodent® Cream, 2.4 oz.	1 ct.	\$7.00
5195	Oral Pain Relief Gel, 20%, 0.33 oz.	1 ct.	\$3.00
5809	Polident® Overnight	84 ct.	\$12.00
5810	Tongue Cleaner	1 ct.	\$6.00
5510	Toothbrush, Adult	1 ct.	\$1.50
6051	Toothbrush, Battery Powered	1 ct.	\$17.00
5160	Toothbrush, Rechargeable	1 ct.	\$35.00
5161	Toothbrush, Rechargeable Replacement Heads	2 ct.	\$17.00
5702	Toothbrush, Soft 2-pack	1 ct.	\$5.50
5102	Toothpaste, Fluoride, 6.4 oz.	1 ct.	\$3.00
5859	Toothpaste, Pepsodent®, 5.5 oz.	1 ct.	\$3.50
5421	Toothpaste, Sensitive Teeth, 4.3 oz.	1 ct.	\$4.00
5530	Toothpaste, Travel Size, 0.85 oz.	1 ct.	\$1.50
5294	Toothpaste, Ultrabrite®, 6 oz.	1 ct.	\$4.00
<b>Diabetes care</b>			
5812	Diabetic Skin Relief Foot Cream, 4 oz.	1 ct.	\$12.00
5225	Diabetic Socks, Black, Medium, 3-pack	1 ct.	\$7.00
5223	Diabetic Socks, Black, Large, 3-pack	1 ct.	\$7.00
5860	Diabetic Socks, Black, X-Large, 3-pack	1 ct.	\$7.00
5224	Diabetic Socks, White, Medium, 3-pack	1 ct.	\$7.00
5222	Diabetic Socks, White, Large, 3-pack	1 ct.	\$7.00
5861	Diabetic Socks, White, X-Large, 3-pack	1 ct.	\$7.00
5313	Glucose Tablets	50 ct.	\$6.00
<b>Digestive health</b>			
5214	Alka-Seltzer® Tablets	24 ct.	\$8.00
5304	Antacid Chewables, 500 mg.	150 ct.	\$5.00
6062	Beano®	30 ct.	\$9.00

Item #	Description	Count	Price
<b>Digestive health</b>			
5420	Docusate Sodium Stool Softener Softgels, 100 mg.	100 ct.	\$5.00
5167	Enema, Saline Laxative, 4.5 oz.	1 ct.	\$2.00
5079	Famotidine Acid Reducer, 10 mg. <sup>1</sup>	30 ct.	\$5.00
5280	Gas Relief Chewable Tablets, 80 mg.	100 ct.	\$6.00
5009	Gas-X® ES Chewables, 125 mg.	18 ct.	\$10.00
5429	Loperamide Anti-Diarrheal Caplets, 2 mg. <sup>1</sup>	12 ct.	\$5.00
5863	Omeprazole Acid Reducer, Delayed Release Tablets, 20 mg. <sup>1</sup>	42 ct.	\$23.00
5286	Pepto-Bismol®, 525 mg., 8 oz.	1 ct.	\$8.00
5287	Pepto-Bismol®, 525 mg., 16 oz.	1 ct.	\$12.00
5289	Pepto-Bismol® Tablets, 262 mg.	30 ct.	\$8.00
5696	Polyethylene Glycol Powder Laxative, 8.3 oz.	1 ct.	\$13.50
5212	Senna + Laxative Tablets, 50 mg., 8.6 mg.	60 ct.	\$3.00
5800	TUMS® Extra Strength, 750 mg.	96 ct.	\$7.50
5247	Vitafusion® Fiber Gummy <sup>2</sup>	90 ct.	\$17.00
<b>Eye &amp; ear care</b>			
5189	Earwax Removal Drops, 6.5%, 0.5 oz.	1 ct.	\$3.00
5704	Earwax Removal System with Rubber Bulb, 6.5%	1 ct.	\$9.00
5041	Irritation Relief Eye Drops, 0.5 oz.	1 ct.	\$7.00
5048	Redness Relief Eye Drops, 0.5 oz.	1 ct.	\$3.00
5494	Visine® Redness Relief Drops, 0.5 oz.	1 ct.	\$12.00
<b>First aid &amp; medical supplies</b>			
5404	Adhesive First Aid Tape <sup>1</sup>	1 ct.	\$3.00
5682	Alcohol Swabs <sup>1</sup>	3 ct.	\$3.00
6005	Antiseptic Towelettes	100 ct.	\$6.00
5798	Bacitracin Ointment, 1 oz.	1 ct.	\$4.00
5151	Bandage, Stretch Gauze <sup>1</sup>	1 ct.	\$2.00
5203	Benadryl® Cream, 1 oz.	1 ct.	\$8.00
5547	Burn Relief Spray, 4 oz.	1 ct.	\$6.00
5199	Butterfly Closures	12 ct.	\$3.00
5066	Calamine Lotion, 6 oz.	1 ct.	\$4.00
5078	Diphenhydramine Anti-Itch Cream, 2%, 1.25 oz.	1 ct.	\$4.00
5194	Disposable Gloves, Nitrile, Small	100 ct.	\$16.00
5930	Disposable Gloves, Nitrile, X-Large	100 ct.	\$16.00
5612	First Aid Kit, 75 Pieces	1 ct.	\$7.50



Item #	Description	Count	Price
<b>First aid &amp; medical supplies</b>			
5711	First Aid Kit, 175 Pieces	1 ct.	\$15.00
5605	Flex Seal™ Spray Bandage, 1.35 oz. <sup>1</sup>	1 ct.	\$7.00
5459	Gauze Pad, Sterile <sup>1</sup>	100 ct.	\$7.00
5400	Hydrocortisone Cream, 1%, 1 oz.	1 ct.	\$4.00
5527	Hydrogen Peroxide, 3%, 4 oz.	1 ct.	\$2.00
5317	Ice Bag	1 ct.	\$5.00
5045	Liquid Bandage, 0.3 oz.	1 ct.	\$8.00
5059	Neosporin® Ointment, 0.5 oz.	1 ct.	\$8.00
5437	Petroleum Jelly, 4 oz.	1 ct.	\$3.00
5131	Tape, Paper Surgical, 1" x 10 yd. <sup>1</sup>	1 ct.	\$2.00
4039	Triple Antibiotic + Pain Relief Ointment, 1 oz.	1 ct.	\$4.00
<b>Foot care</b>			
5216	Clotrimazole Athlete's Foot Cream, 1%, 1.5 oz.	1 ct.	\$4.00
5165	Tolnaftate Antifungal Cream, 1%, 1.25 oz.	1 ct.	\$5.00
<b>Hemorrhoidal preparations</b>			
5414	Hemorrhoid Ointment, 2 oz.	1 ct.	\$5.00
5820	Preparation H® Medicated Wipes	48 ct.	\$11.00
<b>Home diagnostic &amp; patient aids</b>			
5813	Activity Tracker	1 ct.	\$55.00
5119	Bathroom Scale, Digital <sup>2 3</sup>	1 ct.	\$35.00
5814	Bathroom Scale, Digital Talking <sup>2 3</sup>	1 ct.	\$45.00
5371	Blood Pressure Monitor, Upper Arm Automatic <sup>2</sup>	1 ct.	\$35.00
5573	Blood Pressure Monitor, Upper Arm Talking <sup>2</sup>	1 ct.	\$45.00
5370	Blood Pressure Monitor, Wrist <sup>2</sup>	1 ct.	\$30.00
5872	Blood Pressure Monitor, Wrist Talking <sup>2</sup>	1 ct.	\$40.00
5242	Pill Box, 7 Day, 1 Time a Day	1 ct.	\$4.00
5508	Pill Box, 7 Day, AM & PM	1 ct.	\$9.00
5824	Pill Cutter with Safety Shield	1 ct.	\$7.00
5149	Thermometer, 60 Second	1 ct.	\$3.00
6048	Thermometer, Digital Ear	1 ct.	\$28.00
5627	Thermometer, Talking Ear & Forehead	1 ct.	\$48.50
<b>Incontinence supplies</b>			
5525	A&D Ointment, 4 oz.	1 ct.	\$3.00
5879	Attends® Discreet Women's Moderate Bladder Control Pad <sup>1</sup>	20 ct.	\$8.00

Item #	Description	Count	Price
<b>Incontinence supplies</b>			
5880	Attends® Discreet Women's Maximum Bladder Control Pad <sup>1</sup>	20 ct.	\$9.00
5881	Attends® Discreet Women's Panty Liner <sup>1</sup>	28 ct.	\$6.50
5716	Attends® Discreet Women's Ultrathin Pad <sup>1</sup>	20 ct.	\$8.00
5825	Bathing Wipes	8 ct.	\$7.00
5883	Disposable Underwear Pull-Up, Medium, 34" to 44" <sup>1</sup>	20 ct.	\$15.00
5882	Disposable Underwear Pull-Up, Large, 44" to 58" <sup>1</sup>	18 ct.	\$15.00
5884	Disposable Underwear Pull-Up, X-Large, 58" to 68" <sup>1</sup>	14 ct.	\$15.00
6058	Underpad, Disposable, 23" x 24" <sup>1</sup>	50 ct.	\$14.00
5722	Underpad, Disposable, 30" x 30" <sup>1</sup>	10 ct.	\$10.00
<b>Pain relief</b>			
5430	Acetaminophen Arthritis, 650 mg.	100 ct.	\$11.00
5428	Acetaminophen PM Extra Strength Caplets, 500 mg., 25 mg.	50 ct.	\$3.00
6039	Acetaminophen PM Extra Strength Caplets, 500 mg., 25 mg.	100 ct.	\$7.00
5302	Acetaminophen Tablets, 325 mg.	100 ct.	\$4.00
5054	Advil® LiquiGels, 200 mg.	20 ct.	\$8.00
5053	Advil® Tablets, 200 mg.	50 ct.	\$12.00
5375	After Bite® Relief, 0.5 oz.	1 ct.	\$6.00
5256	Aleve® Caplets, 220 mg.	90 ct.	\$15.00
4040	Aspercreme® with Lidocaine, 4%, 2.7 oz.	1 ct.	\$13.00
5073	Aspirin Chewables, Low Dose, 81 mg.	36 ct.	\$2.50
5297	Aspirin Tablets, 325 mg.	100 ct.	\$3.00
5493	Bengay® Cream, 2 oz.	1 ct.	\$9.00
4007	Capsaicin Heat Patch, 0.025%	2 ct.	\$2.00
4038	Diclofenac Arthritis Pain Relief Gel, 1%, 3.53 oz.	1 ct.	\$12.00
5011	Excedrin® Migraine Tablets, 250 mg., 250 mg., 65 mg.	24 ct.	\$8.00
5314	Fast Freeze® Pain Relief Spray, 4 oz.	1 ct.	\$9.00
5472	Heating Pad, 12" x 15" <sup>1</sup>	1 ct.	\$22.00
5726	Heating Pad, X-Large, 12" x 24" <sup>1</sup>	1 ct.	\$35.00
5725	Heating Pad Wrap For Shoulder, Neck & Back, 25" x 26" <sup>1</sup>	1 ct.	\$60.00
5886	HeatWraps, Back & Hip	2 ct.	\$6.00
5887	HeatWraps, Neck & Shoulder	3 ct.	\$6.00
5093	Ibuprofen Tablets, 200 mg.	50 ct.	\$3.00
5485	Ibuprofen Tablets, 200 mg.	100 ct.	\$5.00
5342	Icy Hot® Pain Relief Roll-On, 16%, 2.5 oz.	1 ct.	\$9.00



Item #	Description	Count	Price
<b>Pain relief</b>			
5341	Icy Hot® Patch, 5%	5 ct.	\$8.00
5888	Lidocaine Patch, 4%	5 ct.	\$9.00
5457	Muscle Rub Cream, 1.25 oz.	1 ct.	\$3.00
5889	Naproxen Sodium Caplets, 220 mg.	100 ct.	\$8.50
5318	Tiger Balm® Muscle Rub, 2 oz.	1 ct.	\$8.00
4020	Tiger Balm® Ointment, Ultra Strength, 1.7 oz.	1 ct.	\$12.00
5425	Tylenol® PM Extra Strength Tablets, 500 mg.	24 ct.	\$11.00
5424	Tylenol® Regular Strength Tablets, 325 mg.	100 ct.	\$12.50
<b>Personal care</b>			
5390	Anti-Dandruff Shampoo, 11 oz.	1 ct.	\$5.00
<b>Skin care</b>			
5169	Anti-Bacterial Wet Wipes	24 ct.	\$3.00
5091	Dry Skin Cream, 16 oz.	1 ct.	\$9.00
5924	Hand Sanitizer Gel, 8 oz.	1 ct.	\$4.50
5486	Insect Repellent, Cutter® Backwoods, 6 oz.	1 ct.	\$8.00
6036	Moisturizing Body Lotion with Aloe, 8 oz.	1 ct.	\$6.00
5665	Sunscreen, SPF 30, 4 oz.	1 ct.	\$6.00
<b>Sleep aids</b>			
5074	Diphenhydramine Sleep Tablets	50 ct.	\$5.00
<b>Supports &amp; braces</b>			
5896	Compression Knee-High Socks, 15-20 mmHg, Men's Black, Large (Shoe Size 7.5-11) <sup>2</sup>	1 pair	\$13.00
5526	Hot Cold Reusable Pack, 5" x 10"	1 ct.	\$4.00
<b>Vitamins &amp; dietary supplements<sup>4</sup></b>			
5359	Biotin Gummy, 5,000 mcg. <sup>2</sup>	60 ct.	\$8.50
5300	Calcium, 600 mg. <sup>2</sup>	60 ct.	\$6.00
5355	Calcium + Vitamin D3 Gummy, 500 mg., 25 mcg. <sup>2</sup>	60 ct.	\$12.00
5739	Calcium Chew, Chocolate, 650 mg. <sup>2</sup>	60 ct.	\$10.00
5402	Cod Liver Softgels, 400 mg. <sup>2</sup>	110 ct.	\$6.00
5306	Daily Multivitamin <sup>2</sup>	100 ct.	\$3.00
5918	Daily Multivitamin Gummy <sup>2</sup>	120 ct.	\$12.00
5448	Eye Supplement Tablets <sup>2</sup>	60 ct.	\$4.00
5299	Ferrous Sulfate Iron Supplement, 325 mg. <sup>2</sup>	100 ct.	\$3.00
5271	Flaxseed Oil Softgels, 1,000 mg. <sup>2</sup>	100 ct.	\$8.00
6026	Glucosamine (Joint Health Support), 500 mg. <sup>2</sup>	60 ct.	\$9.00

Item #	Description	Count	Price
<b>Vitamins &amp; dietary supplements<sup>4</sup></b>			
5436	Lutein, 20 mg. <sup>2</sup>	60 ct.	\$11.00
5742	Magnesium, 250 mg. <sup>2</sup>	110 ct.	\$6.00
5328	Magnesium, 500 mg. <sup>2</sup>	100 ct.	\$7.00
5273	Melatonin, 3 mg. <sup>2</sup>	90 ct.	\$6.00
5358	Melatonin Gummy, 5 mg. <sup>2</sup>	120 ct.	\$12.00
5920	One Daily Men's Multivitamin <sup>2</sup>	100 ct.	\$6.00
5186	One Daily Women's Multivitamin <sup>2</sup>	100 ct.	\$6.00
5132	Senior Multivitamin <sup>2</sup>	90 ct.	\$7.00
4005	Senior Men's Multivitamin <sup>2</sup>	100 ct.	\$9.00
4006	Senior Women's Multivitamin <sup>2</sup>	100 ct.	\$9.00
5746	Vitamin B-12, 500 mcg. <sup>2</sup>	100 ct.	\$6.00
6060	Vitamin B-12, 1,000 mcg. <sup>2</sup>	100 ct.	\$9.50
5922	Vitamin B-12, Sublingual, 5,000 mcg. <sup>2</sup>	30 ct.	\$6.50
5305	Vitamin B-Complex <sup>2</sup>	100 ct.	\$4.00
5179	Vitamin B-Complex + Vitamin C <sup>2</sup>	100 ct.	\$7.00
5301	Vitamin C, 500 mg. <sup>2</sup>	100 ct.	\$5.00
5748	Vitamin C, 1,000 mg. <sup>2</sup>	100 ct.	\$9.00
5492	Vitamin C Gummy, 250 mg. <sup>2</sup>	60 ct.	\$9.00
5175	Vitamin D3, 10 mcg. <sup>2</sup>	100 ct.	\$4.00
5183	Vitamin D3, 25 mcg. <sup>2</sup>	100 ct.	\$8.00
5356	Vitamin D3 Gummy, 50 mcg. <sup>2</sup>	60 ct.	\$11.00
5269	Vitamin E, 180 mg. <sup>2</sup>	110 ct.	\$9.00
5274	Zinc Tablets, 50 mg. <sup>2</sup>	100 ct.	\$6.00

<sup>1</sup>Under certain circumstances, these items may be covered under either Part B or Part D. When an item is covered by Part B or Part D due to particular circumstances, you would not use your Part C Supplemental OTC benefit to obtain this item because it is Medicare-covered in those circumstances.

<sup>2</sup>Dual-purpose items are medicines and products that can be used for either a medical condition or for general health and well-being. These items may be purchased only after discussing the purchase with your personal provider (or satisfying other requirements your plan may specify).

<sup>3</sup>Scales are available to members with congestive heart failure or liver disease, to monitor fluid retention.

<sup>4</sup>There are various claims about the value and effects of these supplements. Therefore, it's important that you speak to your doctor before ordering and taking these supplements to make sure they are right for you in light of your medical conditions. These statements have not been evaluated by the Food and Drug Administration.

This product list is subject to change. Items, quantities, sizes, and values may change depending on availability. This information is not a complete description of the benefits. Items may vary based on the manufacturer and availability. Items may be added or removed at any time without notice. The brand names of the OTC items are trademarks of each company. Item costs may change from year to year. Please review the product labeling and consult with your doctor with any health or medical questions.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Images are only for illustration and may differ from items received

# Frequently asked questions

## Q: What is the over-the-counter (OTC) benefit?

**A:** The OTC benefit offers you a way to get over-the-counter health and wellness products. You order from a list of eligible OTC items in the catalog and **NationsBenefits** will mail them directly to your home address or P.O. box.

You can also go to a participating retail location to use your **Aetna Extra Benefits Prepaid card** to buy approved items.

## Q: How can I shop for OTC products?

**A: Online through the MyBenefits portal**

Visit **Aetna.NationsBenefits.com** or download the MyBenefits app to your mobile device from the App Store or Google Play



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## Over the phone with NationsBenefits

Call **1-877-204-1817 (TTY: 711)** to speak with a Member Experience Advisor

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## Mail completed OTC form

**Send the completed order form using the postage-paid envelope to:**

**NationsOTC**

1801 NW 66th Avenue, Suite 100

Plantation, FL 33313

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## In-store at a participating retail location

Visit **Aetna.NationsBenefits.com** or call **1-877-204-1817 (TTY: 711)** to find a participating retail location near you. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

# Frequently asked questions

## Q: Will I receive a card for this benefit?

**A:** Yes, you will receive an **Aetna Extra Benefits prepaid card** by **NationsBenefits** for this benefit. You can get information about the amount you have used, your balance, and other details, via phone, online, or by accessing the MyBenefits mobile app.

## Q: How do I download the MyBenefits mobile app?

**A:** You can download the MyBenefits app with your Apple or Android Smartphone.

- While using your smartphone look up “MyBenefits app” on the Google Play or Apple App Store.
- Download the app.
- Log in with your MyBenefits login credentials to check balances, transactions, and more.

There is no fee to download the MyBenefits app. Anyone with a MyBenefits account can use it for free.

## Q: How do I use the bar code scanner on the MyBenefits app?

**A:** You can find the Eligible Expense Scanner in the landing page once you log in to the MyBenefits app. Once you click in the **Eligible Expense Scanner** icon, simply scan a product at a participating retail location to confirm eligibility for purchase using your benefit.

## Q: How much is my OTC benefit?

**A:** The amount depends on your benefit plan. Check your plan documents or call NationsBenefits at **1-877-204-1817 (TTY: 711)**.

## Q: How many orders can I place?

**A:** You do not have a transaction limit per quarter. However, there may be quantity limits of specific items available to order.

## Q: How will I know if the total of my order is more than my remaining allowance?

**A:** If you place your order through the catalog a Member Experience Advisor will contact you and inform you. If you are making a purchase at a retail location, the cashier will be able to let you know that your order exceeds your remaining allowance. When making an order online through the MyBenefit portal, a message will appear letting you know you the order exceeds your balance.

## Q: Can I carry over unused benefit amounts to the next benefit period?

**A:** Unused quarterly benefit allowances do not roll over to the next quarter. The quarterly benefit is based on a calendar year quarter: January – March, April – June, July – September, and October – December.

## Q: How long will it take to receive my order?

**A:** Please allow 2 days for order delivery.

# Frequently asked questions

## Q: Is there a return policy?

**A:** Due to the personal nature of the products, return of items may not be required. If you haven't received your order or if you received a damaged or incorrect item, please call NationsBenefits at **1-877-204-1817 (TTY: 711)** for help.

## Q: Can I cancel my online or phone order once it has been placed?

**A:** Yes, you can cancel your order any time prior to shipping by calling NationsOTC at **1-877-204-1817 (TTY: 711)**. You can also cancel your order in your OTC member portal within one hour after your order is placed.

## Q: How do I confirm my order was placed?

**A:** Once the order is complete, you'll get a confirmation number. Be sure to keep your confirmation number for future tracking.

## Q: Can I track my order?

**A:** You will get a tracking number once your orders shipped.

## Q: How can I get another copy of the catalog?

**A:** You can contact NationsBenefits at **1-877-204-1817 (TTY: 711)** to request another copy of the catalog.

## Q: How will the items be shipped?

**A:** Items are shipped via USPS or FedEx to your home or P.O. box at no charge to you.

## Q: Who can I call if I have questions?

**A:** You may call NationsBenefits at **1-877-204-1817 (TTY: 711)** if you have any questions. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.

## Q: Where can I find the catalog online?

**A:** To find the catalog corresponding to your plan, please follow the steps below: Please visit: **[AetnaMedicare.com/OTCCatalog](https://www.aetna.com/OTCCatalog)** to get to the landing page.

- 1 On the landing page, select the plan year 2023.
- 2 Select the applicable state and county from the drop-down menu.
- 3 Select the plan name from the drop-down menu. All applicable plan documents will appear below.
- 4 Click on the 2023 OTC catalog to open it up and view it online.

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See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

**STEP 1 – Fill out your personal information**

**Member ID** (found on member ID card) \_\_\_\_\_ **Date of Birth** (MM/DD/YYYY) \_\_\_\_\_

\_\_\_\_\_  
**First Name** \_\_\_\_\_ **Last Name** \_\_\_\_\_

\_\_\_\_\_  
**Street #** \_\_\_\_\_ **Street Name** \_\_\_\_\_ **Apt/Suite #** \_\_\_\_\_

\_\_\_\_\_  
**City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZIP Code** \_\_\_\_\_

\_\_\_\_\_  
**Phone** \_\_\_\_\_ **Email** \_\_\_\_\_

**STEP 2 – Make your selection**

<b>ITEM #</b>	<b>DESCRIPTION</b>	<b>PRICE</b>	<b>QUANTITY</b>	<b>TOTAL</b>
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
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_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____

**STEP 2 – Make your selection**

ITEM #	DESCRIPTION	PRICE	QUANTITY	TOTAL
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
<b>Total order amount</b> .....				\$ _____

**NOTE:** If the total amount exceeds your benefit allowance, a Member Experience Advisor will call you to collect payment before your order can be processed.

**STEP 3 – Mail completed form**

Send the completed order form using the postage-paid envelope to:

**NationsOTC**  
**1801 NW 66th Avenue, Suite 100**  
**Plantation, FL 33313**

If you have any questions or need help placing your order, please call NationsOTC at **1-877-204-1817 (TTY: 711)**. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

I understand that the phone numbers and/or emails I provided on this form may be used by NationsOTC or any of its contracted parties to contact me about my account, my health benefit plan or related programs, or services provided to me.

**IMPORTANT:** Please mail your order form no later than the 20th of the month to ensure your order total is applied to the current benefit period. If you need your order sooner, please go online or call.



## For California members only

Discrimination is against the law. Aetna Medicare Preferred Plan (HMO D-SNP) follows State and Federal civil rights laws. Aetna Medicare Preferred Plan (HMO D-SNP) does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Aetna Medicare Preferred Plan (HMO D-SNP) provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Aetna Medicare Preferred Plan (HMO D-SNP)] between 8am-8pm 7 days a week by calling 1-866-409-1221 . If you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Aetna Medicare Preferred Plan (HMO D-SNP)  
Aetna Medicare PO Box 7405 London, KY 40742  
1-866-409-1221  
[TTY/TDD 711  
[California Relay 711]

### HOW TO FILE A GRIEVANCE

If you believe that Aetna Medicare Preferred Plan (HMO D-SNP) has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Aetna Medicare Grievances. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Medicare Grievances between 8 AM to 8 PM, 7 days a week.] by calling 1-866-409-1221. Or, if you cannot hear or speak well, please call [TTY/TDD 711].

In writing: Fill out a complaint form or write a letter and send it to:

*Aetna Medicare Grievances*  
PO Box 14834  
Lexington, KY 40512

**In person:** Visit your doctor's office or Aetna Medicare Preferred Plan (HMO D-SNP) and say you want to file a grievance.

**Electronically:** Visit Aetna Medicare Preferred Plan (HMO D-SNP) website at [AetnaMedicare.com](https://www.aetnamedicare.com)

## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

**By phone:** Call 916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).

**In writing:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights  
Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413

Complaint forms are available at [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

**Electronically:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

**By phone:** Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.

**In writing:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

### **TTY: 711**

If you speak a language other than English, free language assistance services are available. Visit our website or call the phone number listed in this document. (English)

Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento. (Spanish)

如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。(Traditional Chinese)

Nếu quý vị nói một ngôn ngữ khác với Tiếng Anh, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin vào trang mạng của chúng tôi hoặc gọi số điện thoại ghi trong tài liệu này. (Vietnamese)

Kung hindi Ingles ang wikang inyong sinasalita, may maaari kayong kuning mga libreng serbisyo ng tulong sa wika. Bisitahin ang aming website o tawagan ang numero ng telepono na nakalista sa dokumentong ito. (Tagalog)

영어가 아닌 언어를 쓰시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 저희 웹사이트를 방문하시거나 본 문서에 기재된 전화번호로 연락해 주십시오. (Korean)

Եթե խոսում եք անգլերենից բացի մեկ այլ լեզվով, ապա Զեզ Գամար Գասանելի են լեզվական անվճար ծառայություններ: Այցելեք մեր վեբ կայքը կամ զանգահարեք այս փաստաթղթում նշված հեռախոսահամարով: (Armenian)

هه. دشاب يم مہارف ناگیار ی نابز کمک، دی نکی یم وگت فگی سیسی لگنا زج ی ریگدی نابز هه رگ. دی ریگی سامت، ههش تسلی دی دنس رد هه نفلت هرامش هه ای و دی امن هه جارم ام تاسبو و (Farsi)

Если вы не владеете английским и говорите на другом языке, вам могут предоставить бесплатную языковую помощь. Посетите наш веб-сайт или позвоните по номеру, указанному в данном документе. (Russian)

英語をお話しにならない方は、無料の言語支援サービスを受けることができます。弊社のウェブサイトにアクセスするか、または本書に記載の電話番号にお問い合わせください。(Japanese)

وأبويولاي لعل ان عقوم فرايزب لاضفت. ههاتم هه نياجمل هه ويوغلل هه دهاسملا تامدخ نإف، هه زيجل نإل ريغ لغة لثدحتت كن اذا! دننسملا اذه يف جردملا فتهلا لمقرب لصتا (Arabic)

ਜੇ ਤੁਸੀਂ ਅੰਗ੍ਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਕੋਈ ਹੋਰ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਭਾਸ਼ਾ ਸਬੰਧੀ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਸਾਡੀ ਵੈੱਬਸਾਈਟ 'ਤੇ ਜਾਓ ਜਾਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੋ। (Punjabi)

បលីោកអ្នកនិយាយភាសាផ្សេងក្នុងរោីភាសាអង់គ្លេស សេវាកម្មមជ្ឈមណ្ឌលផ្តល់ជូនកែភាសាមានផ្តល់ជូនដោយឥតគិតថ្លៃ។ សូមចូលមើលគេហទំព័ររបស់យើងខ្ញុំ ឬហៅទូរស័ព្ទលេខទូរស័ព្ទដល់មានរាយនោីក្នុងឯកសារនេះ។ (Khmer)

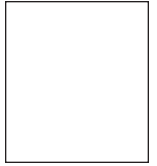
Yog hais tias koj hais ib hom lus uas tsis yog lus Askiv, muaj cov kev pab cuam txhais lus dawb pub rau koj. Mus saib peb lub website los yog hu rau tus xov tooj sau teev tseg nyob rau hauv daim ntawv no. (Hmong)

अगर आप अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं, तो मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। हमारी वेबसाइट पर जाएं या इस दस्तावेज़ में दिए गए फोन नंबर पर कॉल करें। (Hindi)

หากคุณพูดภาษาอื่นนอกเหนือจากภาษาอังกฤษ สามารถขอรับบริการช่วยเหลือด้านภาษาได้ฟรี เข้าไปที่เว็บไซต์ของเรา หรือโทรติดต่อหมายเลขโทรศัพท์ที่แสดงไว้ในเอกสารนี้ (Thai)



1801 NW 66th Avenue, Suite 100  
Plantation, FL 33313



## Get started today!



Visit a participating  
**retail location**



**Complete and mail**  
an order form to  
NationsOTC



Call us at  
**1-877-204-1817**  
(TTY: 711)



Visit us online at  
**Aetna.NationsBenefits.com**



Download the **MyBenefits**  
app to your mobile device



If you have any questions or need help placing your order, we're here for you.  
Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.  
Language support services are available if needed, free of charge.