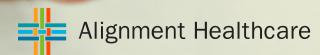
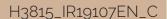


APPLICABLE TO:

Alignment Health Plan Platinum (HMO) – 008, Alignment Health Plan Heart & Diabetes (HMO SNP) –010, Alignment Health Plan AllCare Preferred Plan (HMO) – 011, Alignment Health Plan smartHMO (HMO) – 013, Alignment Health Plan Platinum (HMO) – 015, Alignment Health Plan Platinum (HMO) – 016





HOW TO USE YOUR ACCESS CARD to buy eligible over-the-counter items:

Step 1

Activate. To activate your card, please call **1-844-499-5631** or visit **www.otcnetwork.com** and follow instructions. You will need the 19-digit number on the front of the card as well as your date of birth to complete activation.

Step 2

Visit a Participating Retailer. You may use your card at any participating retailer listed on the next page. You do not need a prescription and do not need to go to the pharmacy window. Remember to take your card with you – you will need the card to pay for your eligible items. If you are unsure if an item is eligible for purchase, please ask the cashier to swipe your card to verify eligibility.

Step 3

Pay Cashier. Gather your eligible items and proceed to the store check-out lanes. When you check out, swipe the card for payment. Eligible items up to your available card balance can be paid for with your card. Any remaining balance will carry over until your next purchase.

- This card cannot be used to pay for your prescription drug copays or anything else that is not on the list of eligible items in this letter. This list may change at any time without further notice. Limitations and restrictions may apply. Certain brands may not be available at all locations. Product availability is completely controlled by retailer.
- Do NOT lose or throw away this card. Your benefits will reload monthly. The allowance does not accumulate from month to month. Any amount that is not spent each month is forfeited and your card will reload again next month.

- The card is not a credit card nor a gift card.
 Cash cannot be obtained using this card.
- The card may not be loaned to other people. Eligible items may only be purchased for the personal use of the plan member. Purchases for family members or friends are not allowed.
- To check your balance, please visit www.alignmenthealthplan.com and sign onto your member account.
- If you have any questions about your ACCESS card or over-the-counter benefit, please contact your ACCESS concierge at 1-833-242-2223 (TTY 711), 24 hours a day, seven days a week.

USE YOUR **ACCESS** CARD TO TAP INTO YOUR OVER-THE-COUNTER BENEFIT



Once activated, your ACCESS card may be used at any participating retailer nationwide to purchase eligible **over-the-counter items**. You do not need a prescription and do not need to go to the pharmacy window. Gather your eligible items and proceed to the store check-out lanes. When you check out, swipe the card for payment. Eligible items up to your available card balance can be paid for with your card.

Please review the list below of eligible items that you can buy with your card. Eligible items up to your available monthly balance can be paid for with this card. Any remaining balance will carry over until your next purchase.

PARTICIPATING RETAILERS:





Walgreens

FAMILY (?) DOLLAR

DOLLAR GENERAL



QUICK CATEGORY REFERENCE:

Abdominal supports Acid controllers Acne medication Adult cough, cold & flu Adult pain relief Allergy & sinus medications Antacids Antibiotic creams Anti-diarrhea medications Anti-fungal medications Anti-gas medications Anti-itch medications Anti-parasitic treatments Bandages (Band-Aids) Contact lens care Cough drops, sore throat Denture products Diabetes care accessories Diagnostic products Digestive aids Diuretics & weight loss cleansing & detox Drys (epsom salt & boric acid in first aid) Ear care Elastic bandages External pain relief Eye preparations First aid dressings First aid kits & supplies

Please keep for future reference.

First aid treatments Foot treatments Hemorrhoidal preparations Incontinence supplies Interdental, gum care, etc. Laxatives Lip care (medicated) Liquids (alcohol & peroxide in first aid) Medical support - high compression Mineral supplements Nasal/sinus Nicotine patches, gum, etc. Oral remedies Orthopedic & surgical support Respiratory treatments Sleep aids, stimulants & motion sickness Sun protection (spf 15+) Stomach remedies Support hose - low compression Toothbrushes and toothpaste Urine testing Vitamins, multi-vitamins & minerals Wart removal treatments Weight control (tablets, caps, etc.) Wound care - specialized

ABOUT ALIGNMENT'S MEMBER REWARDS PROGRAM

As part of ACCESS On-Demand Concierge, Alignment Health Plan members of certain plans^{*} can earn rewards for completing select wellness behaviors and preventive screenings, such as getting a flu shot, mammogram or diabetic eye exam.

Getting rewarded for healthy activities is easy!

1. Complete wellness activity

2. Reward dollars are loaded onto the ACCESS card

3. Use reward dollars at participating retailers nationwide

Some examples of rewards-eligible health services include:

- Health Assessment Visit
- Diabetic Eye Exam

► Flu Shot

Mammogram

*Benefit plans eligible to redeem rewards from this catalog include:

Alignment Health Plan Platinum (HMO) – 008, Alignment Health Plan Heart & Diabetes (HMO SNP) – 010, Alignment Health Plan AllCare Preferred Plan (HMO) – 011, Alignment Health Plan smartHMO (HMO) – 013, Alignment Health Plan Platinum (HMO) – 015, Alignment Health Plan Platinum (HMO) – 016

MEDICARE 2019

BATTERIES

Hearing Aid Batteries

Hearing Aid Batteries

COLD & ALLERGY

Allergy

Allergy Liquids

Allergy Nasal Sprays, Drops & Inhalers

Allergy Tabs & Caps

Mixed/Miscellaneous Allergy

Cough Drops, Sore Throat Relief

Mixed/Miscellaneous Cough Drops, Sore Throat Relief

Sore Throat Pain Relief

Throat & Cough Drops

Cough, Cold, Flu & Sinus

Cold & Flu Preventatives/Symptom Reducers

Cough, Cold, Flu & Sinus Liquids

Cough, Cold, Flu & Sinus Tabs & Caps

Mixed/Miscellaneous Cough, Cold, Flu & Sinus

Lip Care

Medicated Lip Treatments

Nasal

Decongestant Nasal Sprays, Drops & Inhalers

Mixed/Miscellaneous Nasal

Nasal Moisturizers & Washes

Nasal Strips, Dilators & Snore Relief

Respiratory Treatments

Asthma Preparations

Mixed/Miscellaneous Respiratory Treatments

Vapor Products (Includes Waterless Vaporizers)

Vaporizers, Humidifiers & Accessories

COMPRESSION SUPPORT

Low Compression (8-15mmHg)

Low Compression-Men's & Unisex Knee High (8-15 mmHg)

Low Compression-Men's & Unisex Thigh High (8-15 mmHg)

Low Compression-Waist High & Pantyhose (8-15 mmHg)

Low Compression-Women's Knee High (8-15 mmHg)

Low Compression-Women's Thigh High (8-15 mmHg)

Mixed/Miscellaneous Low Compression (8-15mmHg)

Mod-High Compression (Over 8-15mmHg)

Mixed/Miscellaneous Moderate to High Compression

Moderate to High Compression-Men's & Unisex Knee High

Moderate to High Compression-Men's & Unisex Thigh High

Moderate to High Compression-Sleeves, Garments & Lymphedema Treatments

Moderate to High Compression-Waist High & Pantyhose

Moderate to High Compression-Women's Knee High

Moderate to High Compression-Women's Thigh High

DIABETES CARE

Diabetes Care Accessories

Mixed/Miscellaneous Diabetes Care Accessories

Sharps Containers & Supplies

Diabetes Health & Wellness

Diabetes Cough, Cold & Allergy

Diabetes Neuropathy & Skin Care

Diabetes Supplements

Diabetes Nutritionals

Diabetes Nutritional Liquids

Urine Testing

Mixed/Miscellaneous Urine Testing

Urine Test Strips

Urine Test Tabs

DIGESTIVE HEALTH

Anti-Diarrheals

Anti-Diarrheal Liquids

Anti-Diarrheal Tabs & Caps

Diarrhea-Related Oral Rehydration Therapy

Mixed/Miscellaneous Anti-Diarrheals

Anti-Gas

Anti-Gas

Mixed/Miscellaneous Anti-Gas

Digestive Aids

Digestive Health Prebiotics & Probiotics

Lactose Intolerance

Hemorrhoid Preparations

Hemorrhoid Treatments

Hemorrhoid Wipes & Washes

Mixed/Miscellaneous Hemorrhoid Preparations

Laxatives

Enemas, Laxative Suppositories, Kits, Etc.

Fiber Products

Laxative Liquids & combination stool-softener products

Mixed/Miscellaneous Laxatives

Non-liquid Laxatives (non-fiber) & combination stool-softener products

Stool Softeners

Stomach & Nausea Remedies

Acid Controllers

Antacid Liquids

Antacid Tabs & Caps

Mixed/Miscellaneous Stomach & Nausea Remedies

Multi-Symptom Products

Nausea & Motion Sickness

EYE & EAR CARE

Contact Lens Care

Gas Permeable & Hard Lens Care

Mixed/Miscellaneous Contact Lens Care

Soft Lens Cleaners

Soft Lens Multi-Purpose Solutions

Soft Lens Rewetting Drops

Soft Lens Saline Solutions

Ear Care

Ear Drops & Syringes

Hearing Aids

Lipoflavonoids

Mixed/Miscellaneous Ear Care

Eye Preparations

Dry Eye Relief

Eye Relief Products

Eye Wash

Mixed/Miscellaneous Eye Preparations (Includes Sleep Masks)

Reading Glasses & Magnifying Glasses

Magnifying Glasses

Mixed/Miscellaneous Reading Glasses & Magnifying Glasses

Reading Glasses

FEMININE CARE

Feminine Antifungal

Feminine Antifungal

FIRST AID

Antiparasitic Treatments

Lice Treatments & Accessories

Mixed/Miscellaneous Antiparasitic Treatments

Pinworm & Ringworm Treatments

First Aid Kits & Supplies

Finger Cots & Splints

First Aid Kits

Mixed/Miscellaneous First Aid Kits & Supplies

First Aid Tapes & Adhesive Wraps

First Aid Tapes & Adhesive Wraps

Itch Treatments

Chronic Itch Treatments

General Itch Treatments

Jock Itch Treatments

Mixed/Miscellaneous Itch Treatments

Poison Ivy, Oak & Sumac Treatments

Protective Gloves

Protective Gloves

Wound & Surgical Dressings

Adhesive & Liquid Bandages

Alginate & Collagen Dressings

Foam Dressings

Gauze, Non-Stick & Absorbent Dressings

Hydrocolloid & Hydrogel Dressings

Mixed/Miscellaneous Wound & Surgical Dressings

Transparent Dressings

Wound Treatments & Skin Relief

Mixed/Miscellaneous Wound Treatments & Skin Relief (incl. witch hazel)

Scar Treatments

Skin Protectants (Includes Petroleum Jelly)

Topical Antibiotics & Antimicrobials

Wound, Burn & Skin Treatments (Includes Epsom Salt)

Wound Washes & Cleansers

Hydrogen Peroxide

Mixed/Miscellaneous Wound Washes & Cleansers

Povidone lodine

Rubbing Alcohol

Saline Solutions & Sprays

FOOT CARE

Antifungal Treatments

Antifungal Creams & Liquids

Antifungal Powders

Antifungal Sprays

Mixed/Miscellaneous Antifungal Treatments

Nail Fungus Treatments

Foot Cushioning & Treatments

Corn & Callus Removers

Corn, Callus & Bunion Pads

Foot Grooming & Pain Relief

Foot Pain Relief

Wart Removers

Mixed/Miscellaneous Wart Removers

Wart Remover Pads & Liquids

HEALTH SUPPORTS

Abdominal Supports & Rib Belts

Abdominal Supports

Mixed/Miscellaneous Abdominal Supports & Rib Belts

Rib Belts

Braces

Ankle & Foot

Elbow & Arm

Hand & Wrist

Joint Warmers & Arthritis

Knee

Mixed/Miscellaneous Braces

Thigh, Calf & Shin

Elastic Bandages & Athletic Treatments

Elastic Bandages

Mixed/Miscellaneous Elastic Bandages & Athletic Treatments

Protective Guards

Hot/Cold Therapy

Electric Heating Pads

Hot/Cold Therapy

Mixed/Miscellaneous Hot/Cold Therapy

Orthopedic & Surgical Support

Arm Slings & Cervical Collars

Hernia Supports & Suspensories

Mixed/Miscellaneous Orthopedic & Surgical Support

Sacro & Back Braces

Shoulder & Clavicle Braces

HOME DIAGNOSTICS & PATIENT AIDS FOR DAILY LIVING

Home Diagnostics

Blood Pressure Kits & Accessories

Cholesterol Meters & Testing Kits

Drug & Alcohol Tests

Mixed/Miscellaneous Home Diagnostics/Tests

Pulse Oximeters & Heart Rate Monitors

Stethoscopes & Accessories

Thermometers, Fever Strips & Accessories

Patient Aids For Daily Living

Bathing & Oral Hygiene Aids

Eating & Drinking Aids

Grooming & Dressing Aids

Medical Alert IDs & Devices

Medicine Dosers, Pillboxes, Organizers & Reminders

Mixed/Miscellaneous Patient Aids For Daily Living

Mobility Safety: stair rails, stair treads, temporary mobility ramps

Night Lights

Reachers, Grippers & Lifts

Reading, Writing & Telephone Aids

HOME HEALTH CARE

Bathroom Safety

Bathtub & Toilet Rails & Frames

Bathtub Safety & Accessories

Elevated Toilet Seats & Accessories

Grab Bars & Handles

Hand Held Showers

Mixed/Miscellaneous Bathroom Safety

Sitz Baths & Bidets

Specialized Orthopedic Braces/Support/Splints

Mixed/Miscellaneous Specialized Orthopedic Braces/ Supports/Splints

Specialized Ankle & Foot Braces/Supports/Splints

Specialized Elbow & Ar	m Braces/Supports/Splints
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Specialized Knee Hinged Braces/Supports/Splints

Specialized Knee Immobilizer Braces/Supports/Splints

Specialized Shoulder & Clavicle Braces/Supports/Splints

Specialized Thigh & Calf Braces/Supports/Splints

Specialized Wrist & Hand Braces/Supports/Splints

Walking Aids

Canes for the Visually Impaired

INCONTINENCE

Disposable Incontinence

Disposable Briefs & Undergarments

Disposable Pads, Shields, Guards & Drip Collectors

Disposable Underpads

Disposable Underwear

Mixed/Miscellaneous Disposable Incontinence

Incontinence Personal Care

Deodorizers

Mixed/Miscellaneous Incontinence Personal Care

Perineal - Only Antifungals

Perineal - Only Cleansers & Washes

Perineal - Only Moisturizers, Barriers & Protectants

Perineal - Only Wipes & Towelettes

Reusable Incontinence

Mixed/Miscellaneous Reusable Incontinence

Reusable Garments

Reusable Underpads

ORAL CARE

Denture Care

Denture Adhesives

Denture Cleaners & Accessories

Denture Repair & Pain Relief

Mixed/Miscellaneous Denture Care

Interdental, Floss & Gum Care

Dental Gum

	Floss & Flossers
	Gum Care
	Interdental
	Mixed/Miscellaneous Interdental, Floss & Gum Care
Ora	l Remedies
	Dry Mouth
	Mixed/Miscellaneous Oral Remedies (Includes Fluoride Treatments
	Oral Pain Relief & Mouth Sores
	Temporary Dental Repair
Тос	othbrushes
	Battery Toothbrushes & Refills
	Manual Toothbrushes
	Mixed/Miscellaneous Toothbrushes & Accessories
	Rechargeable Toothbrushes & Refills
Тос	othpaste & Treatments
	Mixed/Miscellaneous Toothpaste & Treatments
	Regular Toothpaste & Tooth Powder
	Sensitive Toothpaste & Treatments
	Whitening Toothpaste
ΡA	IN RELIEF
Ext	ernal Pain Relief
	External Muscle/Joint Pain Relief Creams, Ointments & Gels
	External Muscle/Joint Pain Relief Lotions, Liquids, Roll-Ons & Spray
	External Muscle/Joint Pain Relief Patches & Pads
	Mixed/Miscellaneous External Pain Relief
	TENS Units & Replacement Pads
Inte	ernal Pain Relief
	Adult Acetaminophen
	Adult Aspirin & Combinations
	Adult Ibuprofen & Other Anti-Inflammatories
	Adult Nighttime Pain Relief
	Adult Specialty Pain Relief
	Feminine Pain Relief

Mixed/Miscellaneous Internal Pain Relief

Sleep Aids & Stimulants

Sleep Aids & Sedatives

Stimulants

PATIENT SKIN CARE

Patient Skin Support

Antifungals

Mixed/Miscellaneous Patient Skin Support

Moisturizers, Barriers & Protectants

PHYSICAL FITNESS & EXERCISE EQUIPMENT

Physical Fitness

Pedometers & Fitness Trackers

SKIN CARE

Facial & Body Acne Medications

Acne Astringents & Toners

Acne Creams, Gels, Lotions & Patches

Acne Soaps & Cleansers

Mixed/Miscellaneous Facial & Body Acne Medications

SMOKING DETERRENTS

Smoking Deterrents

Mixed/Miscellaneous Smoking Deterrents

Nicotine Gum & Lozenges

Nicotine Patches

SUN CARE

Sun Protection

Mixed/Miscellaneous Sun Protection

Sport Sun Protection

Sun Protection (< SPF 50)

Sun Protection (SPF 50+)

VITAMINS & DIETARY SUPPLEMENTS

Mineral Supplements

Calcium

Iron

Mixed/Miscellaneous Mineral Supplements

Multi-Minerals	
Multivitamins	
Eye Health Vitamins	
Mixed/Miscellaneous Multivitamins	
Multivitamins	
Single Entity Vitamins	
Mixed/Miscellaneous Single Entity Vitamins	
Vitamin B & Vitamin B Complex	
Vitamin C	
Vitamin D	
Vitamin E	
Specialty Supplements	
CoQ10 Only (UBIQUINOL)	
Enzymes, Amino Acids & Hormones	
General Health Prebiotics & Probiotics	
Heart Health & Essential Fatty Acids (Fish Oil, Flax, GLA, etc.)	
Joint Health (incl. Glucosamine)	
Menopause Support (Soy)	
WEIGHT MANAGEMENT & NUTRITIONAL FOODS	
Diuretics & Weight Loss Cleansing &Detox	
Diuretics	
Mixed/Miscellaneous Diuretics & Weight Loss Cleansing & Deto:	X
Weight Loss Cleansing & Detox	
Weight Management	
Food Scales	
Weight Management Tabs & Caps	

Alignment Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Alignment Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Alignment Health Plan:

- 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 1-866-634-2247

If you believe that Alignment Health Plan 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:

Compliance and Regulatory Affairs 1100 W. Town and Country Rd, Suite 1600 Orange, CA 92868 Phone: 1-844-215-2444, (TTY: 711) Fax: 562-207-4621 Email: Compliance@ahcusa.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Compliance and Regulatory Affairs 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 <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW. Room 509F, HHH Building, Washington, DC 20201 1-800-368-1019, 800-537-7697 (TDD)

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

Alignment Health Plan is an HMO and an HMO SNP plan with a Medicare contract. Enrollment in Alignment Health Plan depends on contract renewal.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-399-2247 (TTY: 711).

繁體中文 (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 1-866-634-2247 (TTY: 711).

Հայերեն (Armenian): ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝։ Եթե խոսում եք հայերեն, ապա ձեզ անվձար կարող են տրամադրվել լեզվական աջակցության ծառայություններ։ Զանգահարեք 1-866-634-2247 (TTY (հեռատիպ)՝ 711)։

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ

ਹੈ। 1-866-634-2247 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ខ្មែរ (Cambodian, Mon-Khmer): ប្រយ័គ្នះ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ_, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-866-634-2247 (TTY: 711).។

Hmoob (Hmong): LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-866-634-2247 (TTY: 711).

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-634-2247 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-866-634-2247 (TTY: 711)

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-634-2247 (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 1-866-634-2247 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-634-2247 (TTY: 711). 번으로 전화해 주십시오.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-634-2247 (ТТҮ: 711).

Arabic :

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل - 2247-634-1-866 1) برقم 1: (TTY: 711) برقم 1

日本語 (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。1-866-634-2247 (TTY: 711) まで、お電話にてご連絡ください。

Farsi: : امش یارب ناگیار تروصب ینابز تالی هست ،دینک یم وگتفگ یسراف نابز هب 1-866-634-2247 (TTY: 711) - 866-634-2247

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