



2024 OVER-THE-COUNTER (OTC) CATALOG

ACCESS On-Demand Concierge Card & How to Use It



IMPORTANT INFORMATION ABOUT YOUR OVER-THE-COUNTER (OTC) ALLOWANCE

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ALIGNMENT HEALTH PLANS OFFERING OVER-THE-COUNTER ALLOWANCE:

ARIZONA

Alignment Health the ONE (el ÚNICO) + Walgreens (HMO) 001, 002

Alignment Health Heart & Diabetes (HMO C-SNP) 003

Alignment Health Heart & Diabetes Plus (HMO C-SNP) 006

Alignment Health AVA (PPO) 001

Retiree Options (PPO EGWP) MAPD Calendar Year 801, 802, 803, 804

CALIFORNIA

Alignment Health My Choice (HMO) 001, 028

Alignment Health My Choice CalPlus (HMO) 007

Alignment Health Platinum + Instacart (HMO) 008

Alignment Health Platinum + Instacart (HMO-POS) 016

Alignment Health Heart & Diabetes (HMO C-SNP) 010

Alignment Health AllCare Preferred (HMO) 011

Alignment Health smartHMO (HMO) 013

Alignment Health Sutter Advantage (HMO) 019, 020, 021, 023

Alignment Health AVA + Instacart (HMO-POS) 026

Alignment Health CalPlusDuals (HMO D-SNP) 030

Alignment Health Harmony (HMO) 031

Alignment Health ESRD Balance (HMO C-SNP) 033

Alignment Health the ONE / el ÚNICO + Rite Aid (HMO) 034

Alignment Health the ONE / el ÚNICO + Walgreens (HMO) 035

Alignment Health Select (HMO) 037

Alignment Health Heart & Diabetes CalPlus (HMO C-SNP) 039

Alignment Health My Choice (PPO) 001, 003

Alignment Health Balance (PPO) 006

Alignment Health AVA (PPO) 007

Alignment Health PPO powered by Hoag 008

Alignment Health Plan Retiree Options (PPO) 801, 802

Alignment Health Plan Retiree Options (PPO) EGWP MA Only 803, 804

Alignment Health Plan Retiree Options Complete (PPO) 805, 806

FLORIDA

Retiree Options (PPO) 801

Alignment Health Platinum + Walgreens (HMO-POS) 001

Alignment Health Platinum (HMO-POS) 002

Alignment Health Heart & Diabetes (HMO C-SNP) 003

Alignment Health the ONE / el ÚNICO (HMO D-SNP) 004

NEVADA

Alignment Health Platinum (HMO) 001

Alignment Health Platinum + Instacart (HMO) 007

Alignment Health AVA (PPO) 002

Alignment Health Heart & Diabetes (HMO C-SNP) 004

Alignment Health the ONE / el ÚNICO (HMO D-SNP) 005

NORTH CAROLINA

Alignment Health Platinum (HMO-POS) 003

Alignment Health NC Duals (HMO-POS D-SNP) 004

Alignment Health Heart & Diabetes (HMO-POS C-SNP) 005

Alignment Health AVA (PPO) 001

Retiree Options (PPO EGWP) MAPD Calendar Year 801

Retiree Options (PPO EGWP) MAPD Non-Calendar Year 802

Retiree Options (PPO EGWP) MA Calendar Year 803

Retiree Options (PPO EGWP) MA Non-Calendar Year 804

TEXAS

Alignment Health the ONE / el ÚNICO + Walgreens (HMO-POS) 001

Alignment Health Heart & Diabetes (HMO-POS C-SNP) 002

Alignment Health Heart & Diabetes Plus (HMO-POS C-SNP) 004

Alignment Health AVA (PPO) 001

Retiree Options (PPO EGWP) MAPD Calendar Year 801, 802, 803, 804

HOW TO USE YOUR OVER-THE-COUNTER (OTC) ALLOWANCE

Most Alignment Health plans offer an Over-the-Counter (OTC) spending allowance that lets you purchase eligible OTC items that you likely use every day! Your allowance is loaded onto your ACCESS On-Demand Concierge Card at the beginning of each quarter. If you do not spend the entire allowance over the course of the quarter, any balance left on your card will not roll over, the balance will be forfeited. Your new quarterly allowance will be loaded onto your ACCESS On-Demand Concierge Card at the beginning of the following quarter.



Be sure to check your balance on a regular basis. You have three ways to check your balance:

- Log into your Alignment member account at **members.alignmenthealthplan.com**. Click on “ACCESS CARD BALANCE,”
- Log in to **mybenefitscenter.com**,
- Download the “**OTC Network**” app in your smartphone’s app store.

LET’S GO SHOPPING!

Before you start shopping for OTC products, be sure to visit **mybenefitscenter.com** where you can see products available for purchase. You can also check to see participating stores near you.



VISIT A PARTICIPATING STORE LOCATION

When shopping in-store, use the mobile app to scan products to confirm that they are covered by your OTC allowance. When checking out, use your ACCESS On-Demand Concierge Card like you would any other payment card to pay for your products. Be sure to select “Credit”, not “Debit” as “Debit” may be declined. If “Debit” is the only option, enter any 4-digit PIN number you desire. If the purchase exceeds the amount of your OTC allowance, you will need to pay the remaining balance out-of-pocket.



SHOP ONLINE

To place an order online, visit **alignmenthealthplan.com/mailorder**.



ORDER BY MAIL

Submit an OTC Mail Order Request Form. This form can be found at **alignmenthealthplan.com/memberforms**. Enter your state, county, and plan name to navigate to the Over-the-Counter Mail Order Form.



ORDER BY PHONE:

Contact your ACCESS On-Demand Concierge Team at **1-833-242-2223 (TTY: 711)** 24 hours a day, 7 days a week.

IMPORTANT INFORMATION ABOUT YOUR OTC ALLOWANCE AND YOUR ACCESS ON-DEMAND CONCIERGE CARD

- **Do NOT** lose or throw away your ACCESS On-Demand Concierge Card. Your OTC allowance will reload on the first day of each quarter.
- If you do not use all of your OTC allowance each quarter, the balance will not carry over. Any amount that is not spent each quarter is forfeited.
- Product/brand eligibility and price may vary by retailer and is completely controlled by the retailer.
- This card cannot be used to pay for your prescription drug copays or anything else that is not on the list of eligible items.
- The card is not a credit card or a gift card. Cash cannot be obtained using this card.
- Product exclusions include alcohol, tobacco, firearms, and prescription medications.
- If you join Alignment Health Plan in the middle of a quarter, you will receive the full allowance amount for that quarter.



QUESTIONS?

If you have any questions about your ACCESS On-Demand Concierge Card, please contact your ACCESS On-Demand Concierge Team at

1-833-242-2223 (TTY: 711)

24 hours a day, 7 days a week.

BABY CARE

Baby Grooming

Cotton Swabs

Baby Health, Beauty, & Wellness

Baby Medicines

Baby Oil, Lotions, & Creams

Baby Health, Beauty, & Wellness (cont.)

Baby Therapeutic Skin Care (not diaper rash)

Electrolytes

Petroleum Jelly and Barrier Creams

BATTERIES

Hearing Aid Batteries

COLD & ALLERGY

Allergy

Allergy Liquids

Allergy Nasal Sprays, Drops, & Inhalers

Allergy Tabs & Caps

Hypo-Allergenic Bedding

Children's Cold & Allergy

Children's Allergy

Children's Cough, Cold, Flu, & Sinus

Children's Nasal

Children's Throat & Cough Relief

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

Lip Care

Medicated Lip Treatments

Nasal

Decongestant Nasal Sprays, Drops, & Inhalers

Nasal Moisturizers & Washes

Nasal Strips, Dilators, & Snore Relief

Respiratory Treatments

Asthma Preparations

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)

Mod-High Compression (Over 8-15mmHg)

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 HEALTH & WELLNESS

Diabetes Health & Wellness

Diabetes Cough, Cold, & Allergy

Diabetes Hosiery

Diabetes Neuropathy & Skin Care

Diabetes Supplements

Diabetes Management Accessories

Alcohol Swabs & Wipes

Sharps Containers & Supplies

Diabetes Nutritionals

Diabetes Nutritional Bars

Diabetes Nutritional Liquids

Glucose Tablets, Gels, Etc.

Urine Testing

Urine Test Strips

Urine Test Tabs

DIGESTIVE HEALTH

Anti-Diarrheals

Anti-Diarrheal Liquids

Anti-Diarrheal Tabs & Caps

Diarrhea-Related Oral Rehydration Therapy

Anti-Gas

Anti-Gas

Children's Digestive Health

Children's Antidiarrheals

Children's Anti-Gas

Children's Prebiotics & Probiotics

Children's Stomach Remedies

Children's Stool Softeners, Fiber Laxatives, Enemas, Laxative Suppositories

Digestive Aids

Digestive Enzymes

Digestive Health Prebiotics & Probiotics

Lactose Intolerance

Hemorrhoid Preparations

Hemorrhoid Treatments

Hemorrhoid Wipes & Washes

Laxatives

Enemas, Laxative Suppositories, Kits, Etc.

Fiber Products

Laxative Liquids & Combination Stool-Softener Products

Non-liquid Laxatives (Non-Fiber) & Combination Stool-Softener Products

Stool Softeners

Stomach & Nausea Remedies

Acid Controllers

Antacid Liquids

Antacid Tabs & Caps

Multi-Symptom Products

Nausea & Motion Sickness

EYE & EAR CARE

Contact Lens Care

Gas Permeable & Hard 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, Personal Amplification Devices, & Accessories

Lipo Flavonoids

Eye Preparations

Dry Eye Relief

Eye Relief Products

Eye Wash

Reading Glasses & Magnifying Glasses

Magnifying Glasses

Reading Glasses

Sunglasses & Blue Light Blockers

Blue Light Blocking Eyewear & Device Filters

FAMILY PLANNING

Condoms & Barrier Contraceptives

Male Condoms

FEMININE CARE

Feminine Antifungals

Feminine Personal Care

Deodorants & Powders

Douches

Feminine Anti-Itch

Feminine Moisturizers

Wipes & External Washes

Feminine Protection

Feminine Pads

Menstrual Cups

Pantiliners

Reusable Feminine Protection

Tampons

FIRST AID

Antiparasitic Treatments

Lice Treatments & Accessories

Pinworm & Ringworm Treatments

Children's First Aid

Children's First Aid Dressings

Children's First Aid Treatments

First Aid Kits & Supplies

Cotton Balls

Finger Cots & Splints

First Aid Kits

First Aid Tapes & Adhesive Wraps

Masks (Respiratory, Barrier, Etc.)

Protective Gloves

Itch Treatments

Botanical Exposure Treatments

Chronic Itch Treatments

General Itch Treatments

Jock Itch Treatments

Wound & Surgical Dressings

Adhesive & Liquid Bandages

Alginate & Collagen Dressings

Foam Dressings

Gauze, Non-Stick, & Absorbent Dressings

Hydrocolloid & Hydrogel Dressings

Transparent Dressings

Wound Treatments & Skin Relief

Epsom Salt Soak

Scar Treatments

Skin Protectants (Includes Petroleum Jelly)

Topical Antibiotics & Antimicrobials

Wound, Burn, & Skin Treatments (Includes Epsom Salt)

Wound Washes & Cleansers

Hydrogen Peroxide

Povidone Iodine

Rubbing Alcohol

Saline Solutions & Sprays

FOOT CARE

Antifungal Treatments

Antifungal Creams & Liquids

Antifungal Powders

Antifungal Sprays

Nail Fungus & Repair Treatments

Foot Cushioning & Treatments

Ball of Foot Cushioning

Corn & Callus Removers

Corn, Callus, & Bunion Pads

Toe Cushioning & Protection

FOOT CARE (CONT.)

Foot Grooming & Pain Relief

Foot Moisturizers, Exfoliators, & Cleansers

Foot Pain Relief

Odor & Wetness Treatments

Odor & Wetness Powders

Odor & Wetness Sprays

Shoe Insoles & Inserts

Ball of Foot Inserts

Heel & Arch

Heel Cups, Arch Supports, & Orthotics

Plantar Fasciitis Products

Wart Removers

HEALTH SUPPORTS

Abdominal Supports & Rib Belts

Abdominal Supports

Rib Belts

Braces

Ankle & Foot

Elbow & Arm

Hand & Wrist

Joint Warmers & Arthritis

Knee

Thigh, Calf, & Shin

Elastic Bandages & Athletic Treatments

Elastic Bandages

Kinesiology Tapes, Supports, & Supplies

Protective Guards

Hot/Cold Therapy

Electric Heating Pads

Hot/Cold Therapy

Orthopedic & Surgical Support

Arm Slings & Cervical Collars

Hernia Supports & Suspensories

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

Home Tests for Colon Cancer

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

Medication Compliance & Safety Aids

Mobility Safety: Stair Rails, Stair Treads, Temporary Mobility Ramps

Night Lights

Non-Slip Socks & Slippers

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

Sitz Baths & Bidets

Medical/Surgical Supplies

Hand Cleaners & Sanitizers

Pressure Relief, Positioning, & Support

Backrests, Seating, & Posture Aids

Wedges & Pillows

Respiratory Therapy

Air Purifiers & Filters

Respiratory Sanitizing

Spec Orthopedic Braces/Support/Splints

Specialized Ankle & Foot Braces/Supports/Splints

Specialized Elbow & Arm Braces/Supports/Splints

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

Wheelchair Accessories

Wheelchair Cushions/Seats

HOUSEHOLD PRODUCTS

Insect Repellents

Plastic, Foil, & Paper Products

Bath Tissue Wipes

INCONTINENCE

Disposable Incontinence

Disposable Briefs & Undergarments

Disposable Pads, Shields, Guards, & Drip Collectors

Disposable Underpads

Disposable Underwear

Incontinence Personal Care

Deodorizers

Perineal - Antifungals

Perineal - Cleansers & Washes

Perineal - Moisturizers, Barriers, & Protectants

Perineal - Wipes & Towelettes

Reusable Incontinence

Reusable Garments

Reusable Underpads

NICOTINE REPLACEMENT THERAPY

Nicotine Gum & Lozenges

Nicotine Patches

ORAL CARE

Children's Oral Care

Children's Mouthwash & Oral Rinses

Children's Toothpaste

Denture Care

Denture Adhesives

Denture Cleaners & Accessories

Denture Repair & Pain Relief

Interdental, Floss & Gum Care

Dental Gum

Floss & Flossers

Gum Care

Interdental

ORAL CARE (CONT.)

Mouthwash & Breath Care

Breath Fresheners

Mouthwash

Therapeutic Breath Treatments

Oral Remedies

Dry Mouth

Night & Grind Guards

Oral Pain Relief & Mouth Sores

Temporary Dental Repair

Toothbrushes

Battery Toothbrushes & Refills

Manual Toothbrushes

Rechargeable Toothbrushes & Refills

Toothpaste & Treatments

Regular Toothpaste & Tooth Powder

Sensitive Toothpaste & Treatments

Whitening Toothpaste

PAIN RELIEF

Children's Pain & Fever Relief

Children's Acetaminophen

Children's Ibuprofen

External Pain Relief

External Muscle/Joint Pain Relief Creams, Ointments, & Gels

External Muscle/Joint Pain Relief Lotions, Liquids, Roll-Ons, & Sprays

External Muscle/Joint Pain Relief Patches & Pads

Units & Replacement Pads

Internal Pain Relief

Adult Acetaminophen

Adult Aspirin & Combinations

Adult Ibuprofen & Other Anti-Inflammatories

Adult Nighttime Pain Relief

Adult Specialty Pain Relief

Feminine Pain Relief

Sleep Aids & Stimulants

Stimulants

PATIENT SKIN CARE

Patient Skin Support

Antifungals

Moisturizers, Barriers, & Protectants

PHYSICAL FITNESS & EXERCISE EQUIPMENT

Exercise Equipment

Stationary Bikes

Steppers & Ellipticals

Treadmills

Physical Fitness

Balls/Stability Devices (Balls, Boards, Etc.)

Cardio (Aerobic Steps, Jump Ropes)

Foam Rollers/Massage Devices

Multi-Function Fitness Trackers

Pedometers

Scales (Includes Body Fat Analyzers)

Strength/Range of Motion (Bands, Hand Exercisers, Etc.)

Weights

SKIN CARE

Cosmetic Puffs & Pads

Facial & Body Acne Medications

Acne Astringents & Toners

Acne Creams, Gels, Lotions, & Patches

Acne Soaps & Cleansers

SKIN CARE (CONT.)

Facial Moisturizers & Treatments

Eye Treatments

Facial Moisturizers

Therapeutic Facial Treatments

Hand & Body Cleansing

Instant Hand Sanitizers

Hand & Body Moisturizers & Treatments

Beauty Hand & Body Moisturizers

Hand & Body Moisturizing Sets

Therapeutic Hand & Body Moisturizers

Therapeutic Hand & Body Treatments

SLEEP

Children's Sleeping & Calming Aids

Sleep Aids

Sleep Aids & Sedatives

Specialty Supplements

Sleep, Stress, & Anxiety

SUN CARE

After Sun & Sun Accessories

After Sun

Sun Protection

Body Sun Protection

Face Sun Protection

Sport Sun Protection

Sun Care Lip Protection

VITAMINS & DIETARY SUPPLEMENTS

Children's Vitamins, & Dietary Supplements

Children's Herbals

Children's Vitamins & Minerals

Herbals & Botanicals

Cranberry

Echinacea & Elderberry

Ginkgo Biloba

Ginseng

Herbal Medicines

Turmeric

Valerian

Letter Vitamins

Vitamin B & Vitamin B Complex

Vitamin C

Vitamin D

Vitamin E

Mineral Supplements

Calcium

Iron

Multi-Minerals

Multivitamins

Eye Health Vitamins

Multivitamins

Specialty Supplements

Brain, Memory, & Focus Health

Collagen

CoQ10 Only (UBIQUINOL)

General Health Prebiotics & Probiotics

Heart & Vascular Health

Joint Health (incl. Glucosamine, not Turmeric)

Joint Health with Turmeric

Menopause Support (Soy)

WEIGHT MANAGEMENT & NUTRITIONAL FOODS

Diuretics & Weight Loss Cleansing & Detox

Diuretics

Weight Loss Cleansing & Detox

Nutritional Foods

Nutritional Liquids

Nutritional Powders

Thickeners & Pre-Thickened Beverages/Foods

Sport/Energy

General Health Oral Rehydration Therapy

Weight Management

Food Scales

Weight Management Foods, Liquids, & Powders

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. Benefits vary by plan. Members should check their Evidence of Coverage (EOC) or call the 24/7 ACCESS On-Demand Concierge Team at 1-833-242-2223 (TTY: 711), for more information about their specific plan benefits. This information is not a complete description of benefits. Call 1-888-979-2247 (TTY: 711), 8 a.m. - 8 p.m. Monday through Friday, for more information.