



OVER-THE-COUNTER (OTC) BENEFIT

Get Certain Everyday Health Products at No Extra Cost



Get the most out of your benefit

You get an allowance every quarter to use on covered health and wellness items.* You don't need a prescription. And we'll ship your items right to your door at no extra cost.

You can order:

- › Pain relievers
- › Cold, cough and allergy medicine
- › Vitamins and minerals
- › Digestion aids and antacids
- › And more

*Please refer to your plan documents for OTC allowance information.

Important information about your OTC benefit

- › Your allowance doesn't roll over.
- › Due to the personal nature of OTC products, returns and exchanges aren't allowed.
- › If you have any issues, please call **1-844-995-5834**, TTY **711**, within 30 days of placing the order.
- › Items are mailed to your home at no charge.
- › After your order is processed you should get it within 7 days.

How to Shop



Order Online: You can order at **ShopBCBSTOTC.com**.



Order by Phone: Call:
1-844-995-5834, TTY **711**
Monday through Friday
from 8 a.m. to 8 p.m. ET.



Order by Mail: Send your completed order form to:
BlueAdvantage OTC Orders
PO Box 18522
Palatine, IL 60055

We're right here when you need us.



bcbstmedicare.com



Need to check your benefits or
talk with a doctor on the go?
Download our **BCBSTNSM app**
for 24/7 access.



1-800-831-2583, TTY 711



of Tennessee

1 Cameron Hill Circle | Chattanooga, TN 37402

Member Service: 8 a.m. to 9 p.m. ET, 7 days a week (**Oct. 1–March 31**); 8 a.m. to 9 p.m. ET, M–F (**April 1–Sept. 30**).

Use of apps is voluntary. If you choose to use one of our apps, you're responsible for the cost of any technology (e.g., cell phone, tablet, computer, etc.), internet access and/or upgrades needed to use an app. They're not covered benefits. It's your responsibility to keep your phone, tablet or computer and access to the app secure. BlueCross BlueShield of Tennessee, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex¹. ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-831-2583 (TTY: 711) or speak to your provider. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-831-2583 (TTY: 711) o hable con su proveedor.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-831-2583 (الهاتف النصي: 711) أو تحدث إلى مقدم الخدمة.

¹ Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)

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