

OTC Benefit for Medicare Advantage Members

Frequently Asked Questions: **For Broker Use only**

What is the purpose of the Over the Counter Benefit?

The over the counter benefit provides Medicare members the opportunity to purchase over the counter items from a select catalog using an allowance that is given to them each quarter.

Who is Convey Health Solutions?

Convey Health Solutions is the vendor that Univera Healthcare is using to administer the Over the Counter Benefit.

Who is covered under the OTC Benefit? Medicare Advantage members who are enrolled in the following plans?

- Univera Senior Choice Basic
- Unviera Senior Choice Advanced
- Univera Senior Choice Value
- Univera Senior Choice Value Plus
- Univera Senior Choice Secure
- Univera Senior Choice Select
- Univera Senior Choice Extra (New for 2022)

Do members have to “buy up” to receive the OTC Benefit?

No, this benefit will be automatically included as part of their benefit if they are enrolled in one of the products listed above.

Will Convey Health Solutions, Inc be referenced within any documentation that the member receives?

The only place Convey Health Solutions is referenced is in the URL address. Other than that, it will be completely white labeled. This means that all catalogs, envelopes, sales flyers and customer service lines will reference Univera Healthcare.

What is the member’s allowance?

Member allowance is \$30 per quarter. Each 1st day of the new quarter the members OTC account will be replenished with another \$30.

If the \$30 allowance isn’t all used in one quarter, will it carry over to the next quarter?

No. If the member fails to use their entire allowance, then they will forfeit the remaining balance and it will not carry over to the new quarter.

How many times a quarter can a member log in to order product?

Eligible members are only permitted to place one order per quarter. This means that the entire \$30 allowance must be used in the single purchase they make.

Can a member use another method of payment to pay for any amount that exceeds the members \$30 allowance?

No. The member may not use any other form of payment. The only payment options available to the member is the credit that is on their account. The ordering system will advise the member that their order exceeds the max amount and will give them alternative options for ordering products that will cover their remaining balance.

How will members know what is covered under the benefit?

Univera Healthcare has reviewed and approved specific items that we refer to as a Product List. The product list is converted to a catalog which will be mailed to all eligible members sometime in December. The catalog will also be available for print on the website.

What are some examples of covered products?

Please note, the list below is just an example there are other items available for purchase under the program and will be outlined within the catalog.

- Pain Relievers and Fever Reducers
- Dental and Denture care
- Incontinent Supplies
- First Aid and Medical Supplies
- Vitamins and Minerals
- Therapeutic Skin and Sun Care
- Eye Care
- Diabetes Care
- Anti-Fungal and Anti-itch
- Antacids & Acid Reducers
- In-Home Diagnostics
- Ear Care

Can a member request another copy of the catalog?

Yes, they can do so by calling the OTC Fulfillment Center at 1-(855) 657-7545 (TTY: 711) Monday – Friday 8 a.m. to 11 p.m. EST or they can log into the website and print a replacement copy.

What is the website address for members to order product?

Univera.Conveyotcsolutions.com. Please Note: This web address is not accessible currently. The website will not be fully functional until after 1/1/2021.

What will the members have access from the OTC website?

There is a variety of account information you can access via the website such as:

1. View and manage OTC member account information
2. View catalog items
3. View available benefit balance
4. Determine when benefit expires
5. Determine when next benefit will be available
6. Search for specific over-the-counter products
7. Order over-the-counter products
8. Track orders and determine home delivery dates
9. Download a product catalog
10. Print a mail in order form

Who will manage customer care inquiries?

Members will be directed to call 1-(855) 657-7545. Convey Health Solutions manage ALL customer service inquiries related to this product. If a member does call the Univera Healthcare customer care numbers off their

member cards, Customer Care will direct the member to call the number above OR at the member's request, Customer Care can soft transfer to the above number.

When will the customer care representatives be available to answer member calls at the phone numbers above?

Customer Care representatives will be available to answer member calls effective 1/1/2021.

What type of inquiries would the Convey customer service representatives handle?

- Placing an Order
- Return orders
- Not received orders
- Product questions
- How to use the website

What type of inquiries will our Univera Healthcare Medicare Customer Care associates be expected to handle?

- Eligibility for the OTC Benefit
- Standard benefit and eligibility questions unrelated to the OTC Benefit
- Monthly Health Statements

How can a member order over the counter products?

- Members can log into Univera.Conveyotcsolutions.com
- Log into their Univera Healthcare accounts and click on a link that will connect them directly to the Convey website
- Order by phone by calling the OTC Fulfillment Center: 1-(855) 657-7545.
 - Monday – Friday 8 a.m. to 11 p.m. EST (TTY: 711).
- Mail in order forms – Order forms will be available with their catalog or they can log into the website to print one. Orders can be mailed to
 - OTC Servicing Center, PO Box 526266, Miami FL 33152-9819

Will purchased items count towards members' Part B Annual Out of Pocket amount?

No. OTC items will NOT count towards a member's maximum out of pocket.

Will items purchased appear on the members Monthly Health Statement?

Yes, OTC items will appear on the MHS statement under medical services. The items will appear on the MHS statement on the month after the item has been purchased. For example – Items purchased in February, will appear on the Monthly Health statement received in March.

Common questions from Members:

I changed my address in the "Ship to" area of the website. Why is my primary address not changed?

The primary address is managed by Univera Healthcare. If the member needs to change their primary address, they will need to contact Excellus Health Plan and their local Social Security Administration office to permanently update their address. Social Security will in turn provide the update to Medicare. Excellus Health Plan's phone number can be found on the back side of their member card.

Where can I find my available benefit or next benefit credit date?

The available OTC benefit is listed on the welcome page of the website. Our Medicare members \$30 quarterly allowance will be available on the 1st day of each new quarter.

Can I use my benefit for someone else or combine with someone else (i.e. spouse, family member, or friend)?

No. This is a supplemental benefit under the insurance plan of the member and it is meant for the member to use only.

How do I check order status?

There is an "Order History" link on the "My Account" page. The "Order History" link contains a list of all orders placed for health products. The member can access this link to check the status of an order. The member can sort orders by order number, order date, or status. Even if a member places an order by phone or mail, the order will display in Order History on the website.

How many days does it take to receive an order?

Orders are delivered within 7-10 business days.