



# OTC Network Benefit Card Program

Make your benefit dollars go further with Medline!



## Easiest way to order healthcare products

- 2-day shipping anywhere in the U.S.
- Products from retail brands you know and trust

## Order products with convenience

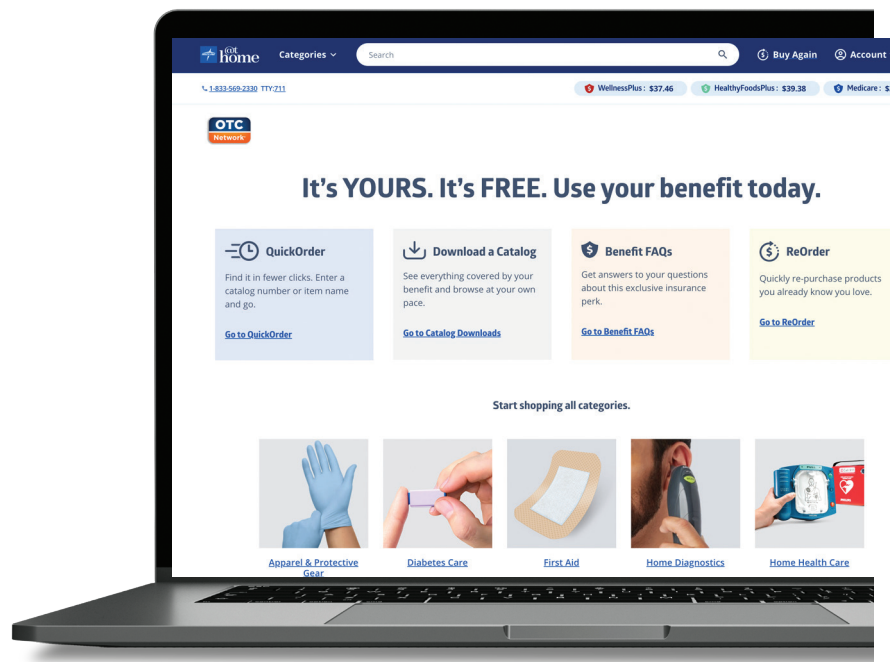


Visit [mybenefitscenter.com](https://mybenefitscenter.com) and click "Shop online with Medline" to place your order

Online



833-569-2330  
By Phone



6363 0110 1234 1234 123

Use for Approved OTC products



Use your OTC Network card to shop for popular OTC products online!



Scan here and get started shopping today!

Visit [mybenefitscenter.com](https://mybenefitscenter.com) and click "Shop online with Medline" to place your order

# Frequently Asked Questions

You have access to an over-the-counter (OTC) benefit to use toward the purchase of medications, health and wellness products, and first aid supplies. Your OTC Network® card allows you to order these important products as a first line of treatment for common ailments while saving you time and money. See below for answers to frequently asked questions about the program.

## How do I place an order?

There are several convenient ways you can place an order:

- Log into [mybenefitscenter.com](http://mybenefitscenter.com) and click “Shop online with Medline” to place your order online 24/7
- Call in your order with our customer service team 833-569-2330 TTY: 711, Monday–Friday, 7 a.m.–6 p.m. CT
- You can also use your card at participating retail stores

## What type of products are available to order?

Medline at Home offers hundreds of health and wellness products across a variety of categories including, but not limited to:

- Oral Care
- First Aid
- Incontinence supplies
- Skin Care
- Leg and Foot Care
- Personal Care
- Bath Safety
- Vitamins and Supplements
- Over-the-Counter Medications

## How many orders can I place?

You can place as many orders as you need during your benefit period.

## How quickly will I receive my order?

You will receive your order within 2-business days after your order is processed.

## What carrier is used for shipping products?

Medline at Home predominantly uses FedEx to ship products nationwide.

## Is there a cost for shipping?

Shipping is free for orders.

## Where does Medline at Home ship?

We deliver anywhere in the U.S., including Hawaii and Puerto Rico.

## Are orders saved so I can reorder during my next benefit period?

Yes. On Medline at Home you can see past orders and click “buy again” to easily reorder.

## Is my personal information protected?

Yes. All personal information follows state and federal data privacy, governance, and information security standards.

## Can I track my shipment?

Yes. You will receive an email with tracking information, you can also track your orders by selecting “Account” and selecting the shipment-tracking link next to your order.

## What is the return or exchange policy?

Due to the personal nature of OTC products, returns cannot be accepted.

## Who do I contact with questions?

Order tracking, benefit balance updates and previous online order information can all be viewed at [medlineotc.com/card](http://medlineotc.com/card) For inquires around card activation or retail purchases, please contact your health plan customer service team for support.

