

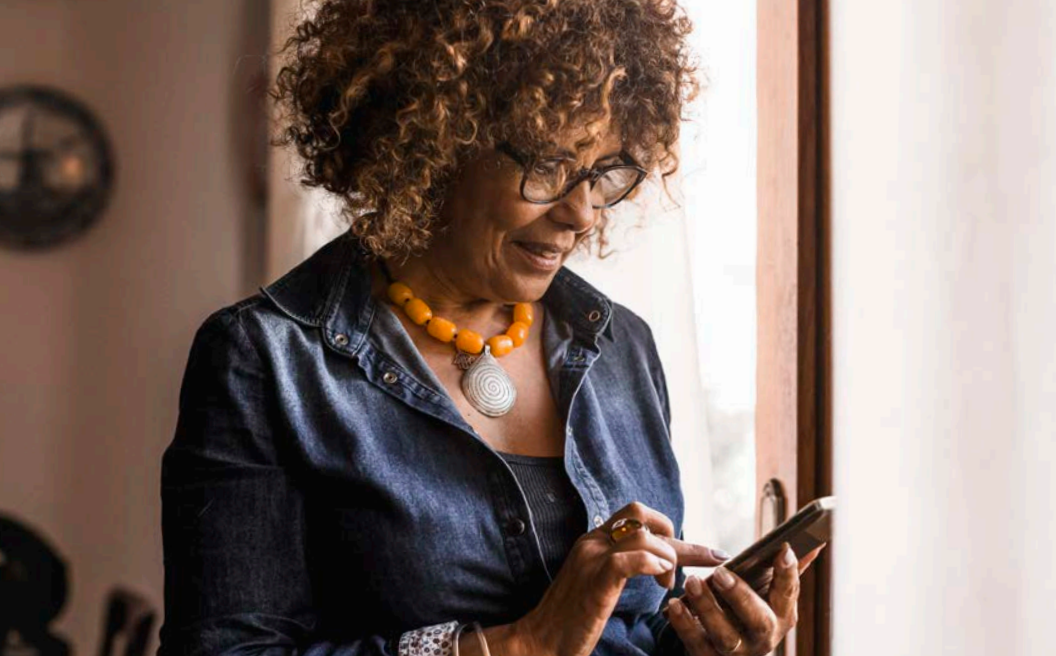


OVER-THE-COUNTER (OTC) BENEFIT

**Get Certain Everyday
Health Products at No
Extra Cost**



of Tennessee



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



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. does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-831-2583, TTY 711.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان.
اتصل برقم 1-800-831-2583، TTY 711.

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