



Get the health and wellness items you need

with the Humana OTC Mail Order allowance

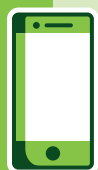
Your Humana plan is designed to save you money—and trips to the store—with the Over-the-counter (OTC) Mail Order allowance included on the Humana plan in this enrollment book. You can use your allowance at CenterWell Pharmacy® to buy eligible OTC medicine and wellness products when you need them throughout the year.*

Plus, you'll have access to the **CenterWell Pharmacy online OTC catalog**. They offer a huge selection of products on one convenient website, then deliver anything you order right to your door. Visit Huma.na/aboutotc to learn more about how to order through CenterWell Pharmacy.



Get hundreds of OTC products, including:

- Allergy medicine
- Aspirin
- Bandages
- Decongestants
- Denture cleaners
- Heartburn relievers
- Multivitamins
- OTC hearing aids
- Pain relievers
- Sunscreen



Visit Huma.na/docs-forms or scan the QR code with your phone or tablet's camera to view the current OTC catalog. The 2024 OTC catalog will be available Jan. 1, 2024.



To find out your plan's OTC Mail-Order allowance, check your Summary of Benefits (included in this enrollment book) or ask your licensed sales agent.



Have a question? Contact CenterWell Pharmacy at 855-211-8370 (TTY: 711).

* Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply. An allowance amount is only available if your plan offers the OTC allowance as a benefit. Call CenterWell Pharmacy at **855-211-8370 (TTY: 711)** if you have questions about your order, or about how to use this allowance at CenterWell Pharmacy, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m. Eastern time.

OTC items may only be purchased for the plan enrollee. It is prohibited to purchase OTC items for family members and friends. Purchase of covered OTC products made under emergency circumstances may be eligible for reimbursement when the benefit allowance is available. Please check with your healthcare provider before using any of the OTC products offered.

Humana is a Medicare Advantage PPO, HMO and PFFS organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal.

Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618, **877-320-1235 (TTY: 711)**.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.

Español (Spanish): Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711).** Horas de operación: 8 a.m. a 8 p.m. hora del este.

繁體中文 (Chinese): 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。