



eternalHealth's OTC &
Healthy Grocery Benefit

The OTC & Healthy Grocery
Benefit, Explained.

Get the Details on the OTC & Healthy Grocery Benefit

eternalHealth Forever HMO (HMO) Plan | eternalHealth ForeverMore HMO (HMO) Plan
| eternalHealth Freedom PPO (PPO) Plan

Dollar Amounts:

- **All eternalHealth members:** \$50 OTC per quarter for all members with no roll over from one quarter to the next.
- **All eternalHealth diabetic members:** Combined \$120 OTC and Healthy Grocery per quarter with no rollover from one quarter to the next. Eligible members have an A1C of 8 or above. Eligible members can use the benefit on Healthy groceries as well as approved OTC items.
- Please reference the additional explanation below for more details on how this benefit works.

eternalHealth Give Back (PPO)

Dollar Amounts:

- **All eternalHealth members:** \$30 OTC per quarter for all members with no roll over from one quarter to the next.
- Members enrolled in the Give Back PPO are only eligible for the quarterly \$30 OTC benefit and are not eligible for the grocery benefit.



Flip for Additional Information ➡

YOUR FOREVER PARTNER IN HEALTHCARE

What You Need to Know About Members with Diabetes (A1C of 8 or above)

This benefit allows diabetic members with an A1C of 8 or above access to flexibly spend \$120 per quarter on healthy groceries and over-the-counter items.

That is the \$50 OTC and the \$70 Healthy Grocery benefit combined, on one card. That's up to \$480 per year! If the member does not qualify for the Healthy Grocery benefit, they would only receive the \$50 OTC benefit per quarter.

Eligibility and Effective Date:

If a member believes they are eligible for this benefit, all that have to do is call eternalHealth's Member Services at **1 (800) 680-4568 (TTY 711)** and confirm that they currently have diabetes with an A1C of 8 or above. The grocery benefit will be effective and the additional \$70 will be available on the OTC Card the next day.

How to Access the Benefit:

This benefit must be used at an in-network grocery/retail store. Please consult the list of in-network grocery/retail stores by calling **1 (855) 858-5937**, visiting www.mybenefitscenter.com, or by downloading the OTC Network App.

Care Management Program Awareness:

Members should expect to receive a call from eternalHealth's Care Management Team within 5 days to offer to engage them in the Diabetic Care Management Program which will include collection of the most recent blood work with A1C results. In addition to the care management support provided, eternalHealth will facilitate a blood work appointment if it has been longer than 12 months since the member's last A1C test.

Important Note:

Please note that members will need to verify that they do have an A1C of 8 or above with eternalHealth's Care Management Team. Care Managers will accept tests within 12 months that indicate that a member has an A1C of 8 or above. If we find out that a member does not have an A1C of 8 or above, they will continue to have the grocery dollars until the end of the quarter, and the following quarter, they will revert back to just the \$50 OTC dollars.