

EVERYDAY ITEMS AT NO EXTRA COST



Some plans let you get over-the-counter (OTC)
products mailed to your home.



BlueCross BlueShield
Tennessee

What is an OTC benefit?

You may get an allowance each quarter to buy covered over-the-counter health items.* Your products will be mailed to your home.

Here are some things you can order:

- **Pain relievers**
- **Vitamins and supplements**
- **Cold, flu and allergy medications**
- **Digestion aids**

* Not every BlueAdvantage (PPO)SM plan has an OTC benefit. Check your plan documents to see if you have one and how much your allowance is.

A few things you should know:

- You need to use your allowance each quarter. The money doesn't roll over.
- There are no returns or exchanges.
- Your order is mailed to you at no extra cost.
- Expect your order within seven days of it being processed.
- If you have issues or questions, call **844-995-5834**, TTY **711** within 30 days of your order.



How to shop

Order Online:

ShopBCBSTOTC.com.

Order by Phone:

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

27200 Tourney Road, Suite 450

Valencia, CA 91355

We're here if you need us.



Online

medicare.bcbst.com



Phone

800-831-2583, TTY 711



Need to check your benefits or talk with a doctor on the go? Download our BCBSTNSM app for 24/7 access.

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. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex¹.

¹ Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 800-831-2583 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 800-831-2583 (TTY: 711) o hable con su proveedor.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 800-831-2583 (الهاتف النصي: 711) أو تحدث إلى مقدم الخدمة.



**BlueCross BlueShield
Tennessee**

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