



OTC Flex Benefit FAQs

1. How can members use their OTC Flex Card?

- You must activate your card before using it; please call (877) 205-8005 or visit PHP.NationsBenefits.com to activate.
- Members will need to provide:
 - The OTC Flex card number (16 digits) printed on the front or back of the card
 - The OTC Flex card number expiration date (MM/YY)
 - Member Date of Birth (MM-DD-YYYY)
 - Member's last name

2. Where can members use their OTC Flex Card?

- Online: To use members must set up an account by registering at PHP.NationsBenefits.com
- In-store at participating retailers: Rite Aid, CVS, Walgreens, Walmart, plus many other independent pharmacies and groceries.
 - For a more accurate listing of participating retailers, please visit PHP.NationsBenefits.com or call (833)-689-3378
- OTC Product mail order catalog – order form is located at the back of the catalog
- Calling Nations directly at 1 833-689-3378

3. What can members get with their OTC card?

- Over-the-counter health-related items.
 - Examples: Aspirin, Vitamins, Eye drops, Foot care Hand sanitizers, Face masks,
- Healthy foods
 - Non-perishable food items
Examples: Soups, water
 - Fresh Produce boxes
Available online at PHP.NationsBenefits.com or by calling (833)-689-3378
 - Prepared meals
Available online at PHP.NationsBenefits.com or by calling (833)-689-3378

4. Need a replacement card, new mail order product catalog, or new catalog mailing form?

- Call (833)-689-3378
- Please note, that a physical card takes up to 10 days to arrive

Setting up an online account

Members should register to set up an account at PHP.NationsBenefits.com. Members will need to register by clicking the “REGISTER” icon and providing their Member ID & Date of Birth and setting up a password.

In-store purchases Tips

When using the OTC to pay, members should always run the card as CREDIT.

Many of the large pharmacy retailers will indicate which items are approved OTC where the price is displayed.

Important:

Members' monthly balance expires at the end of each month. Unused funds will **not** roll over from one month to the next.

Upon termination from the plan or when community members move into a certified setting (IRA/ICF); any unused funds will be invalidated.