



# Broker Bulletin

February | 2021

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[AdventHealth Advantage Plans Broker Portal](#)

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## Medicare Advantage Plans - Supplemental Benefit Debit Mastercard

Supplemental Benefits and Over-the-Counter (OTC) Allowances are now accessible through a member specific debit Mastercard. Medicare Advantage members will receive a Supplemental Benefits debit Mastercard in the mail for use in 2021. Allowance amounts will automatically be loaded onto the card, so once your member receives their card, they may start using it immediately.

Benefit amounts differ by plan, but accessing the benefits remains the same.

| Health First Health Plans<br>Classic, Value, Rewards  | AdventHealth Advantage Plans<br>Sunsaver  |
|---|---|
| <b>Supplemental Benefits</b><br>Annual Allowance<br>Hearing Aid - \$350<br>Dental (all dental services) - \$225<br>Vision (frames & lenses) - \$150 | <b>Supplemental Benefits</b><br>Annual Allowance<br>Hearing Aid - \$200<br>Dental (all dental services) - \$125<br>Vision (frames & lenses) - \$175 |
| <b>Over-the-Counter Benefit</b><br>Quarterly Allowance<br>\$15  | <b>Over-the-Counter Benefit</b><br>Quarterly Allowance<br>\$20  |

The Supplemental Benefits debit Mastercard offers a convenient way to access benefit allowances. Simply use the debit card at any dental, hearing or vision provider. Only the allotted amount for that supplemental benefit will be applied toward that purchase.

Over-the-Counter benefits can be purchased online through NationsOTC, which we have partnered with to provide options to purchase non-prescription medications and hundreds of other health and wellness products. You can shop for these products through the NationsOTC catalog. Please note, Group Medicare and Secure Plan members do not have an OTC benefit.

Neither the annual allowances for hearing, dental or vision nor the quarterly over-the-counter benefits roll over. Be sure to remind your members to use their allotted amounts during the timeframe they are provided to make use of their full benefits.

## Important Q&A

**Q. When will Medicare Advantage members receive their Supplemental Benefits debit Mastercard?**

**A.** Cards were mailed out late December 2020. If a member did not receive or retain their card, have the member contact Customer Service at 1.800.716.7737.

**Q. How do members receive a NationsOTC catalog?**

**A.** NationsOTC catalogs may either be obtained through the Member Portal or by calling Customer Service at 1.800.716.7737. Feel free to share PDF copies with your members: [Health First Health Plans' NationsOTC Catalog](#) and [AdventHealth Advantage Plans' NationsOTC Catalog](#).

**Q. When will members' Supplemental Benefits debit Mastercard be active?**

**A.** The debit Mastercard will be active on the date the member's insurance became effective.

**Q. How can the member check the balance of their different supplemental benefit amounts?**

**A.** Members may check their balance by logging into the Member Portal and clicking *Benefits*.

**Q. Is this a credit card?**

**A.** No. This is a debit card and not a credit card. The debit card is preloaded with the member's yearly allowance for dental, vision and hearing aid Supplemental Benefits and their quarterly allowance for over-the-counter benefits. The member's credit was not used to secure the card.

**Q. Can members use the card at retail locations, such as Wal-Mart and Target for vision exams or hardware?**

**A.** In most cases, retail stores such as Wal-mart and Target are not able to accept the Supplemental Benefit debit card. Most large retailers are not able to provide the appropriate Merchant Code for vision hardware or exams.

**Q. Can members still use a Member Reimbursement Form for vision, dental and hearing allowances?**

**A.** Yes, Health First Health Plans still accepts the Member Reimbursement Form for reimbursable services.

If you have any questions, please contact your Health First Health Plans' or AdventHealth Advantage Plans' sales representative or Broker Services at [HFBroker@HF.org](mailto:HFBroker@HF.org).

We value and appreciate your partnership.

Health First | [HFBroker@HF.org](mailto:HFBroker@HF.org)



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