

January 5, 2024

2024 Over-the-Counter (OTC) Benefit

Your HealthTeam Advantage (HTA) plan includes an OTC benefit through NationsBenefits®.

Members receive a Benefits Mastercard®, a prepaid debit card, in the mail that can be used to purchase a variety of OTC items, such as first aid and medical supplies, pain relievers, cold and flu medications, diabetes supplies, vitamins, dental care products, and more!



Activate your debit card. Go [here](#) to activate. Just enter your card and member information and click the **Activate Card** button.

Create an account and register. Once your card is activated, visit the [Nations Benefits portal](#) and click the **Register** button. Follow the instructions to log into the Benefits Pro Portal. This is where you will shop for OTC products.

Place an order. You have various ways to shop for and purchase your OTC products:

- Online with NationsBenefits once you have created your online account.
- In-person at participating retailers. Search for participating retailers near you [here](#).
- By phone with NationsBenefits. Choose items from the OTC Product Catalog and call NationsBenefits at 888-433-1058 (TTY: 711) to place your order. View or **download the 2024 OTC Product Catalog** [here](#).

Need help with the Benefits Pro Portal or placing an order?
Call NationsBenefits at 888-433-1058 (TTY: 711) for assistance.

Important Reminders:


- Your debit card will be loaded with an allowance each quarter. (Amounts vary by plan; please consult your [plan documents](#) for details.)
- You can roll your allowance to the next quarter, but you must use all your benefit by **December 31, 2024**.

If you have not received your OTC debit card, contact your Healthcare Concierge.

We hope you enjoy the convenience of having OTC items delivered to your home at no additional cost with this benefit. As always, thank you for being a member!

Questions or Need Assistance?

Contact your Healthcare Concierge by phone or email.

 **Phone:** 888-965-1965 (TTY 711)

 **Email:** conciiergehta@htanc.com

October 1 – March 31, 8am to 8pm ET, seven days a week
April 1 – September 30, 8am to 8pm ET, Monday through Friday



Have a compliance concern or suspect fraud, waste, or abuse?
Contact the Compliance Helpline (anonymously, if you wish) at:
[1-855-741-4518](tel:1-855-741-4518) or www.hta.ethicspoint.com

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