



An Affiliate of the
Visiting Nurse Service of New York

Information about Coverage of Over-the Counter Items

Your Monthly Benefits

Your maximum monthly benefit amount is found in the “Benefits Chart” in Section 4 of your Evidence of Coverage. You can also call us to find out your current available balance.

This benefit is for use by the VNS CHOICE Medicare member only. You cannot use this to buy items for your dependents or anyone else. Your monthly benefit does not carry over from month to month. Any amount remaining in your account will be set to \$0 at the start of the following month. Please note that at the end of each calendar year, your benefits will expire, and they may not be carried over into future years.

To Order OTC Products:

There are four ways that you can order OTC products for delivery to your home.

- ✓ Call our Toll-Free Customer Service Center at 1-866-783-1444
TTY/TDD Users call 1-888-844-5530.

You can call us to order products, and they will be shipped directly to your home. Customer Service is available to assist you Monday through Friday from 9:30 am to 11:00 pm.

- ✓ Fax or Mail your order form

A copy of the order form was included in your welcome kit and is available in this website.

It can be **faxed** to 847-258-1913 OR **mailed** to: Drugsource, Inc,
PO Box 1366
Elk Grove Village, Illinois 60009

- ✓ Internet

You can also order products through the following web site - <http://shopping.drugsourceinc.com/vns>. The web site includes all of the items listed on your catalog. When you order through the web site, please be sure to have your Member ID number available.

If you order by phone, fax, mail, or through the internet please allow approximately 5 to 7 days for delivery. Please note that you are limited to one order by phone, fax, mail or through the internet each month. If you need additional OTC items during the month after your order is processed, you must purchase them at a local retail store and request reimbursed by VNS CHOICE Medicare, up to the remaining balance in your account, using the process outlined below.

If you purchase OTC Items at a Retail Store

You can also purchase covered OTC items at a local retail store, and VNS CHOICE will reimburse you for the cost of the items, up to your monthly benefit limit. To request reimbursement, please submit the following information to the address listed below.

- ✓ An original itemized receipt showing the items you purchased. The receipt must include the store where the purchase was made, the date of purchase, the specific name of the product(s) that were purchased, and the price paid.
- ✓ The member's name and member ID number.
- ✓ The complete address where your reimbursement should be sent.
- ✓ Your phone number, so we can contact you if there are questions about the information you submit.

All requests for reimbursement should be sent to the following address:

VNS CHOICE, Attention: Correspondence Unit, 1250 Broadway, 11th Floor, New York, NY 10001

All requests must be submitted within 60 days of purchase. Please allow up to 30 days for us to process your request and mail a check to you.

Questions?

If you have questions about your OTC benefit (or any VNS CHOICE Medicare benefit), please call Member Services at 1-866-783-1444. (TTY Users call 1-888-844-5530.) Calls to these numbers are free.

Our staff is available to assist you, Monday thru Friday from 8:00 a.m. to 8:00 p.m.

**VNS CHOICE Medicare Option 1 and Option 2
2010 Over-the-Counter Covered and Non-Covered Health Items**

Eligible OTC Items			
Category	Examples of Covered Items	Items Not Covered	
Fiber Supplements		<ul style="list-style-type: none"> • Fiber supplements which are primarily food with fiber added. 	
First Aid Supplies	<ul style="list-style-type: none"> • Bandages • Dressings 	<ul style="list-style-type: none"> • Non-sport tape 	<ul style="list-style-type: none"> • Flashlights
Incontinence Supplies			
Medicines, ointments and sprays with active medical ingredients that cure, diminish or remove symptoms	<ul style="list-style-type: none"> • Acid • Acne • Allergy • Analgesics, which reduce pain and inflammation • Anti-arthritics • Antibiotics • Antiradicals • Anti-diarrheas • Anti-fungals • Anti-gas • Anti-histamines • Anti-inflammatory • Anti-insect • Anti-itch • Anti-parasitic • Antiseptics • Antipyretics (fever reducing) • Arthritis • Asthma • Blood clotting • Bruises • Burns • Calluses • Corns • Colds • Cold Sores • Cough • Diabetes • Flu • Decongestants • Dermatitis • Eczema • Digestive aids 	<ul style="list-style-type: none"> • Ear drops • Expectorants (mucus) • Eye drops • Gastro-intestinal • Hay fever • Headaches • Hemorrhoidal • Incontinence • Influenza • Laxatives • (Medicated) lactose intolerance products • Lice • (Medicated) lip products • Menopausal • Menstrual • Sinus • Motion Sickness • Nasal • Osteoporosis • Pain • Psoriasis • Pediculicide • Rash • Respiratory • Scars • Sleep • Smoking • Snoring • Sore throat • Stomach • Travel sickness • Steroids • Thrush • Wart • Worms • Wounds 	<ul style="list-style-type: none"> • Homeopathic and alternative medicines including botanicals, herbals, probiotics, nutraceuticals, dry skin lotions (such as eucerin, aquaphor, etc.), hair-loss products
Sunscreen Lotion			

Eligible OTC Items (continued)

Category	Examples of Covered Items		Items Not Covered
Support Items	<ul style="list-style-type: none"> • Compression Hosiery • Orthopedic supports 	<ul style="list-style-type: none"> • Rib Belts • Braces 	<ul style="list-style-type: none"> • Arch and insoles are non-eligible.
Teeth-Related Items, Dentures and Mouth Care	<ul style="list-style-type: none"> • Toothbrushes • Toothpaste • Floss 	<ul style="list-style-type: none"> • Dental adhesives • Gum problems • Thrush • Mouth sores 	<ul style="list-style-type: none"> • Mouthwashes • Bad breath items • Teeth-whiteners

Covered Dual-Purpose Products

Members may only purchase these products after an appropriate conversation with their physician who recommends the item for a specific health condition.

Category	Examples of Covered Items		Items Not Covered
Diagnostic Equipment	<ul style="list-style-type: none"> • <i>Equipment diagnosing or monitoring blood pressure, cholesterol, diabetes, colorectal screenings, HIV</i> 		<ul style="list-style-type: none"> • <i>Scales</i> • <i>Pregnancy diagnosis items</i>
Vitamins and Minerals	<ul style="list-style-type: none"> • <i>Multi-vitamins</i> • <i>Minerals</i> 	<ul style="list-style-type: none"> • <i>Individual vitamins</i> 	

Non-Eligible Products

Category	Examples of Excluded Items		
Alternative Medicines	<ul style="list-style-type: none"> • <i>Botanicals</i> 	<ul style="list-style-type: none"> • <i>Herbals</i> 	<ul style="list-style-type: none"> • <i>Probiotics and Nutraceuticals</i>
Baby Items			
Contraceptives			
Convenience (non-medical) items	<ul style="list-style-type: none"> • <i>Scales</i> • <i>Ear plugs</i> 	<ul style="list-style-type: none"> • <i>Fans</i> • <i>Foot insoles</i> 	<ul style="list-style-type: none"> • <i>Magnifying glasses</i> • <i>Gloves</i>
Cosmetics	<ul style="list-style-type: none"> • <i>Chapstick</i> • <i>Deodorants</i> • <i>Facial cleansers</i> • <i>Moisturizers</i> • <i>Shampoos (including anti-dandruff shampoo)</i> 	<ul style="list-style-type: none"> • <i>Feminine Products</i> • <i>Grooming devices</i> • <i>Hair conditioners</i> • <i>Perfumes</i> • <i>Shaving and men's grooming supplies</i> 	<ul style="list-style-type: none"> • <i>Hair removal</i> • <i>Hair bleaches</i> • <i>Hand sanitizers</i> • <i>Perspirants</i> • <i>Soaps</i>
Food Supplements	<ul style="list-style-type: none"> • <i>Sugar/salt supplements</i> • <i>Energy bars</i> • <i>Ensure</i> 	<ul style="list-style-type: none"> • <i>Foods sold as probiotics or high fiber items</i> • <i>Liquid energizers</i> 	<ul style="list-style-type: none"> • <i>Protein Bars</i> • <i>Power Drinks</i> • <i>Glucema</i>
Hormone Replacement	<ul style="list-style-type: none"> • <i>Phytohormone</i> 	<ul style="list-style-type: none"> • <i>Natural progesterone</i> 	<ul style="list-style-type: none"> • <i>DHEA</i>
Replacement items, attachments, peripherals	<ul style="list-style-type: none"> • <i>Hearing aid batteries</i> 	<ul style="list-style-type: none"> • <i>Contact-lens containers</i> 	
Weight Loss Items	<ul style="list-style-type: none"> • <i>Phenermine</i> • <i>FucoThin</i> 	<ul style="list-style-type: none"> • <i>Alli</i> • <i>Hoodia</i> 	<ul style="list-style-type: none"> • <i>Protein shakes and other foods (even if they include nutritional supplements)</i>