2023 Over-the-Counter (OTC) Mail Order Benefit

As an Elevate Medicare Advantage health plan member, you can get OTC health and wellness products delivered to your home at NO COST!

You can use your benefit to order:
- Vitamins, minerals and supplements
- Cough, cold and allergy
- Pain relievers and digestive health (lidocaine patches, antacids, laxatives, stomach aids)
- First aid, personal care, skin care, women’s health, joint support and incontinence supplies
- Diabetes management and blood pressure monitors
- Smoking cessation
- Fall prevention and bathroom safety
- Fitness devices

Your Elevate Medicare Advantage plan includes a quarterly allowance for OTC products:
- Elevate Medicare Choice (HMO D-SNP): $260 quarterly allowance
- Elevate Medicare Select (HMO): $75 quarterly allowance

Ready to order?
Place your order in one of the following ways:
- Call: 844-330-7780 (TTY 711), Monday through Friday 6 a.m. – 9 p.m. and Saturday 6 a.m. – 4:30 p.m. (MST)
- Mail: P.O. Box 1197, Cincinnati, OH 45201

Need a catalog?
Call 844-330-7780 (TTY 711), Monday through Friday 6 a.m. – 9 p.m. and Saturday 6 a.m. – 4:30 p.m. (MST) to have a print catalog mailed to you. You can also view our digital catalog by scanning the QR Code to the right.

If you have questions or to learn more about the OTC health and wellness benefit, call our Health Plan Services at 303-602-2111 or toll-free 1-877-956-2111, 8 a.m. – 8 p.m., seven days a week. TTY users should call 711.

Please refer to your Evidence of Coverage (EOC) for details. OTC benefits may change each year on January 1. Your benefit allowance resets on January 1, April 1, July 1 and October 1. Any unused portion of the quarterly benefit will not carry forward to the next quarter. Elevate Medicare Advantage is a Medicare-Approved HMO plan. Enrollment in Elevate Medicare Advantage depends on contract renewal. The Plan also has a written agreement with the Colorado Medicaid Program to coordinate your Medicaid benefits.