

2023 myFlexCard Benefits Member Guide

BlueCare Plus (HMO D-SNP)SM



One card with access to all of these benefits:



**Over-the-Counter (OTC)
Items and Healthy Food**

\$200

monthly allowance



**Housing
Utilities**

\$50

monthly allowance



**Dental, Hearing
and Vision**

\$3,800

combined yearly allowance

We've put together this guide to help you get the most out of your myFlexCard. If you have any questions about your card, please call us at **1-800-384-2038**, TTY 711. We're open Monday through Friday from 8 a.m. to 8 p.m. ET. Or go to bcptncard.com.

2023 myFlexCard Benefits

Member Guide Summary

Top 3 things to know about your myFlexCard benefits:

1. You can use this card for the following benefits:
 - OTC items and healthy food (\$200 allowance per month)
 - Housing utilities (\$50 allowance per month)
 - Dental, hearing and vision (\$3,800 combined allowance per year)
2. To activate your card, call **1-800-384-2038**, TTY **711**, or visit **bcptncard.com**. Cards may not be used until they're activated.
3. You can check your available balances online at **bcptncard.com**. You can also call us at **1-800-384-2038**, TTY **711**.

KEEP THIS CARD

Your allowances will be reloaded at the start of each benefit period. Depending on the benefit, that'll be at the start of the month or the start of the plan year. Remember: Unused funds don't roll over. They expire at the end of each benefit period.



OTC Items and Healthy Food

\$200 per month

We give you a **\$200 monthly allowance** for approved OTC items and healthy food. That's up to \$2,400 per year! You can use this allowance for things like toothpaste, vitamins and denture cleaner. If you're eligible, you can also use it to pay for food like fruit, veggies, canned goods, dairy products and more.

Shop at a participating store:

You can shop for approved OTC items and healthy food (if eligible) at participating pharmacies and retail stores. Just swipe your myFlexCard at the register. To search for participating stores and approved items, visit **bcptncard.com**. Then go to the **Over-the-Counter Benefit** section.

Order from our catalog:

You can get some wellness products shipped right to your door when you order from our OTC Benefit Catalog. Shipping is free. If you don't already have this catalog, you should be getting it soon. And there are three easy ways to place your order.

- **Online:** You can place an order online at **bcptncard.com**. Remember to save your username and password so you can use it again each month.
- **Mail:** You can place your order by mailing an order form (found in the OTC Benefit Catalog) to:

BlueCare Plus Tennessee OTC Orders
4613 N. University Drive, #586
Coral Springs, FL 33067

Your order total will be applied to the month in which your order is received. So if the end of the month is approaching, you can order online or call us if you don't think your order form will be received in time.

- **Phone:** If you have questions or would like to place an order by phone, call **1-800-384-2038**, TTY **711**, Monday through Friday from 8 a.m. to 8 p.m. ET.



Housing Utilities

\$50 per month

If you're eligible, we give you a **\$50 monthly allowance** for plan-approved housing utilities. That's up to \$600 per year you can use to help pay for water, electric, natural gas and other basic services for your home or apartment. (Gasoline isn't included. Service providers must accept credit card payments.)

To make payments using your myFlexCard, all you need to do is:

- Call your utility provider and use your myFlexCard as your form of payment.
- Enter your myFlexCard number on your bill or online.

If you don't have enough funds to cover the cost of a payment, contact your service provider to submit another payment option. And if you have problems paying with your card, let us know. Call us at **1-800-384-2038**, TTY **711**, or visit **bcptncard.com**.



Dental, Hearing and Vision

\$3,800 combined yearly

We give you a **\$3,800 combined yearly allowance** for select dental, hearing and vision services.

Use your myFlexCard for these services:

- Comprehensive dental benefits, including fillings, extractions and dentures
- Supplemental vision services, including glasses, frames, contacts and a routine eye exam
- Your annual hearing exam with a TruHearing® provider
- One TruHearing Advanced hearing aid per ear, per year (batteries included)

If you don't have enough funds to cover the cost of a service, contact your provider to submit another payment option. And if you have problems paying with your card, let us know. Call us at **1-800-384-2038**, TTY **711**, or visit **bcptncard.com**.

Note: Providers must accept credit card payments. This list is not all-inclusive. Benefit limits may apply. Some vision services are covered separately. Check your Evidence of Coverage for details. Or give us a call.

Questions or issues with your card?

Call **1-800-384-2038**, TTY **711**, Monday through Friday from 8 a.m. 8 p.m. ET.

Learn more about your myFlexCard at **bcptncard.com**

TruHearing is an independent company that provides hearing products and/or services for BlueCare Plus Tennessee. TruHearing does not provide BlueCare Plus Tennessee branded products and/or services. TruHearing is solely responsible for the products and/or services they provide.

We provide members with a flex card to use for select dental, hearing and vision services; housing utilities; and over-the-counter/healthy food items. Value of the flex card is preloaded with certain amounts, according to benefits. The allowances for healthy food and housing utilities are part of a special supplemental program for people living with chronic health conditions. Not all members qualify. Value of card may be zero. Card may not be used at all merchants or providers. Merchants and providers must accept major credit cards. Purchases may be restricted to certain types of items and services. Benefit limits may apply. Check your plan's Evidence of Coverage for details. Or give us a call.

BlueCare Plus Tennessee does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-332-5762, TTY 711.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-332-5762، TTY 711.

The BlueCare Plus Tennessee myFlexCard MasterCard® Prepaid Card is issued by Stride Bank, N.A., Member FDIC, pursuant to license by MasterCard International.

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1-800-384-2038, TTY 711