

## Frequently Asked Questions (FAQs)

### **What is the Over-the-Counter (OTC) benefit?**

The OTC benefit offers you a convenient way to get generic over-the-counter health and wellness products by mail. You order from a list of approved OTC items and we mail them directly to your home address.

### **Where can I find this list?**

You can order from our list of approved OTC items which may be found at [PassportAdvantage.OTCHS.com](http://PassportAdvantage.OTCHS.com). You may contact us to request a hard copy at 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 5:00 p.m., Monday through Friday ET.

### **How much is my OTC benefit?**

Passport Advantage, HMO SNP allows \$40 per month for your OTC benefit. For more information, please check your Passport Advantage Summary of Benefits or call us at 1-888-628-2770.

### **How often can I use my OTC benefit?**

You can place one order per month. Within your one order, you can include multiple items as long as they do not exceed your allowed amount.

### **Can I carry over unused benefits to next month?**

Unused benefits do not roll over to the next month.

### **Can I order more than my benefit amount?**

You cannot exceed your monthly benefit amount.

### **How can I place my OTC benefit order?**

You can place your order:

- Online: [PassportAdvantage.OTCHS.com](http://PassportAdvantage.OTCHS.com)
- By mail:  
OTC Health Solutions  
9675 NW 117<sup>th</sup> Avenue, Suite 202  
Miami, FL 33178
- By phone: 1-888-628-2770
- By fax: 1-866-682-6733

### **How long will it take to receive my order?**

You will receive your order within 7-10 business days.

### **Where can I find my Member ID number?**

Your Member number is located on the front of your Member ID card.

### **Who can I call if I have questions?**

You may call us at 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 5:00 p.m., Monday through Friday ET.

Passport Advantage is an HMO Special Needs Plan with a Medicare contract and a contract with the Kentucky Medicaid program. Enrollment in Passport Advantage depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare, and resides in Jefferson, Hardin, Bullitt, or Nelson County. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply. Benefits, premiums, and/or co-payments may change on January 1 of each year. You must continue to pay your Medicare Part B premium. This premium is covered as long as you remain a full-dual Kentucky Medicaid enrollee. Premium, co-pays and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details. Passport Advantage (HMO-SNP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Passport Advantage (HMO-SNP) does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-859-6152 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-859-6152 (TTY: 711)。