



Dear VIVA MEDICARE Member,

As a member of VIVA MEDICARE you are eligible to receive a quarterly allowance to order Over-the-Counter (OTC) products from the enclosed catalog.

OTC medications are trusted as a first line of defense in treating minor ailments, helping reduce doctor visits and saving you money. VIVA MEDICARE is committed to providing this program to you as a benefit to help you live a healthy lifestyle and improve the quality of your life.

Following are some of the categories available with your program (please review your OTC catalog for details):

- Pain Relievers
- Digestion/Laxatives/Antacids
- Cough/Cold/Allergy
- First Aid
- Dental
- Eye Care
- Vitamins
- Foot Care

To use this benefit you may conveniently order online or by phone and have your OTC items delivered to your door.

To order:

- Online: Viva.otchs.com
- By Phone: 1-888-628-2770 (TTY: 711)
8 a.m. to 7 p.m., CST, Monday through Friday

Please see the Frequently Asked Questions on the back of this letter for additional information.

Sincerely,

Your friends at VIVA MEDICARE and OTC Health Solutions

Over-the-Counter (OTC) Benefit Frequently Asked Questions

How much is my OTC allowance?

The amount depends on your benefit plan. Check your plan documents or call OTC Health Solutions at the numbers below.

How often can I use my quarterly allowance?

You can order once each quarter for a total of 4 times in the calendar year. You can order:

- One time in the 1st quarter (January 1 through March 31)
- One time in the 2nd quarter (April 1 through June 30)
- One time in the 3rd quarter (July 1 through September 30)
- One time in the 4th quarter (October 1 through December 31)

Can I carry over any unused allowance to the next quarter?

No. Any remaining allowance left at the end of each quarter will not carry over to the next quarter .

Can I go over my benefit amount?

No. The items you order may not go over your allowance for that quarter.

Is there a limit for number of items I can order?

There is a limit of 5 per item, per order (Blood Pressure Monitors are limited to one per year).

How long will it take to receive the OTC items I order?

You will receive your OTC items in the mail in 7-10 business days.

Is there a return policy?

If you receive a damaged item, please call OTC Health Solutions within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

How do I order on-line?

- Go to Viva.otchs.com and enter your VIVA MEDICARE ID number and zip code.
- You will be directed to a registration page where you will be prompted to enter your email address and create your password.
- You will receive an email with a link to complete the registration process.

Password Rules:

- Password length must be at least eight (8) characters and must contain at least 1 number and 1 letter.
- Your password cannot be the same as your user ID.
- You can change your password at any time, but not more than once in a 24 hour period.
- You can't re-use a password that was used in the last 8 password resets.
- You will need to enter the old password to create a new one.

Where do I call to place an order, request a catalog, or ask questions?

- Call OTC Health Solutions at 1-888-628-2770 toll free (TTY: 711)
- 8 a.m. to 7 p.m. CST, Monday through Friday
- Please have your VIVA MEDICARE ID number handy (located on your VIVA MEDICARE ID card)