

My Healthy Flex Benefit

Your health plan can pay for things you need.

Your Highmark Wholecare Medicare AssuredSM plan includes your My Healthy Flex Benefit to help you pay for over-the-counter (OTC) items, groceries, home and bathroom safety items, and utilities.

If you haven't already done so, call **1-844-210-2175 (TTY: 711)**, available 24/7, or visit **MyHealthyFlex.com** to activate your My Healthy Flex card.



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Important Reminders



- Your monthly balance can be used toward over-the-counter (OTC) items, groceries, home and bathroom safety items, and utilities. Any unused money rolls over month-to-month but expires at the end of the calendar year.
- This benefit is in addition to other programs that you may qualify for, including SNAP/EBT or utility assistance.
- Allowance cannot be used for alcohol, tobacco, or other non-approved items.
- This does not impact your income and is not taxable.



Don't throw your card away!

Your allowance will reload on the same card each month.



Groceries and OTC Items: 3 Ways to Shop



Shop in-store:

1. Find participating stores and eligible items on **MyHealthyFlex.com** or use the **myTotal Benefits app** on your smart phone.
2. Once in store, use your My Healthy Flex card to pay for eligible items at checkout. Selecting “credit” on the credit card terminal is recommended so that you will not be required to enter a personal identification number (PIN). You can setup or change your PIN at **MyHealthyFlex.com** or on the **myTotal Benefits app**.
3. If your purchase exceeds your My Healthy Flex card balance, you can use an alternate form of payment. You should use your My Healthy Flex card first, and then inform the cashier of the alternate payment to complete the transaction.



Shop by phone:

1. Order directly from your My Healthy Flex catalog. Call **1-833-623-2619 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m. If your purchase exceeds your card balance, the agent assisting you will walk you through providing alternate card information.
2. After your order is processed, your items will be delivered to your home. You should receive your items in 1–4 days, and shipping is free. Please note that some items may take longer to ship. You can track orders at **MyHealthyFlex.com**.



Shop online:

1. Visit **MyHealthyFlex.com** or use the **myTotal Benefits app** on your smart phone to shop the online catalog. If your purchase exceeds your benefit balance, you can use another form of payment by simply adding your alternate card information in the checkout section when prompted.
2. After your order is processed, your items will be delivered to your home. You should receive your items in 1–4 days, and shipping is free. Please note that some items may take longer to ship. You can track orders at **MyHealthyFlex.com**.

What are some examples of what I can buy with this benefit?



Groceries:

- Fruit and vegetables
- Meats and seafood
- Dairy products
- Soup
- Healthy cereals
- Protein bars and shakes
- Water and vitamin water



OTC items:

- Cold medicines
- Incontinence supplies
- Vitamins
- Dental care
- First aid care
- Blood pressure monitors



Home and Bathroom Safety Items: 2 Ways to Shop



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What are some examples of what I can buy with this benefit?



Home and bathroom safety items:

- Grab bars
- Bath mats
- Shower stools
- Raised toilet seats

Home and bathroom safety items can only be purchased from the My Healthy Flex product catalog either by phone or by visiting **MyHealthyFlex.com**.



Utility Support: 3 Ways to Pay

Pay the utility company with your My Healthy Flex Mastercard the same way you would with any other credit card.



How to pay by phone:

Call your utility provider and use your My Healthy Flex card as a form of payment.



How to pay online:

Enter your My Healthy Flex card number on the utility provider's online payment web page.



How to pay a paper bill:

Enter your My Healthy Flex card number on your utility bill.

What are some examples of how I can use this benefit?



Utility bills:

- Gas for home heating
- Sewage
- Cable
- Electric
- Garbage
- Mobile phone
- Water
- Internet
- Landline

Eligible utility payments must be for the address on file with Highmark Wholecare. This benefit is in addition to other programs that you may qualify for, including utility assistance programs. This does not affect any other benefits that you are eligible for through the state.

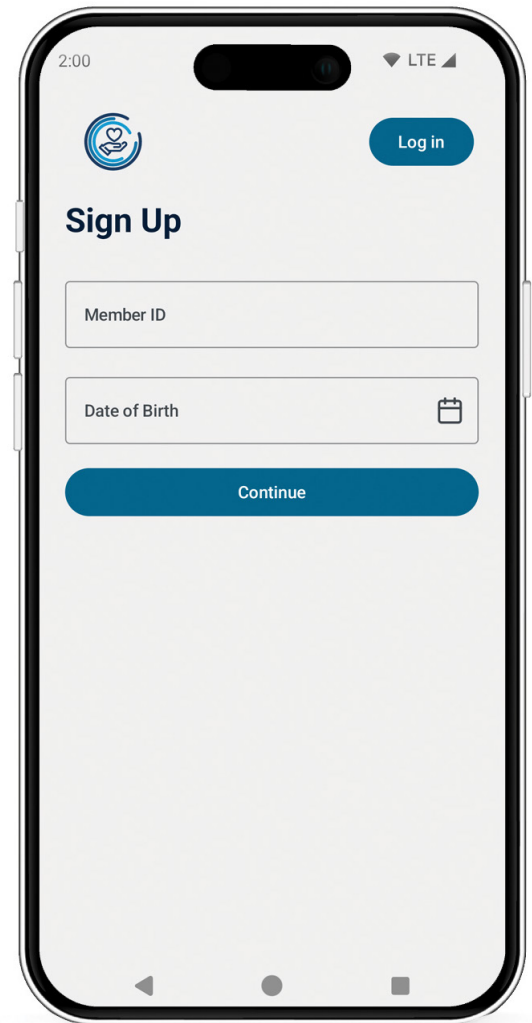
If your My Healthy Flex card balance does not cover the full amount of your utility bill, contact your utility service provider to submit an alternate payment option. If you have any issues or if your utility service provider does not accept your My Healthy Flex card, call **1-833-623-2619 (TTY: 711)**. Help is available Monday–Friday, 8 a.m.–8 p.m.



Download the myTotal Benefits App

On your smart phone, search for **myTotal Benefits** in the Apple App Store or Google Play Store.

To find more information about your card, benefit balances, approved items, participating retail stores in your area, transaction history, and more, visit **MyHealthyFlex.com** or download the **myTotal Benefits app**.



Highmark Wholecare offers HMO plans with a Medicare contract. Enrollment in these plans depends on contract renewal. Highmark Wholecare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Highmark Wholecare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-685-5209 (TTY: 711).

小小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 1-800-685-5209 (TTY: 711)。

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare").

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