

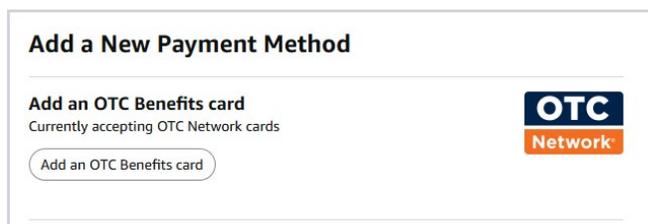
# Tips for shopping with your over-the-counter (OTC) card on Amazon.com

Members can now use their Medicare Advantage and Medicaid benefits to shop on Amazon.com

Note: You must already have an Amazon account before you can use your OTC card.

## Step 1: Link your OTC card to your Amazon account

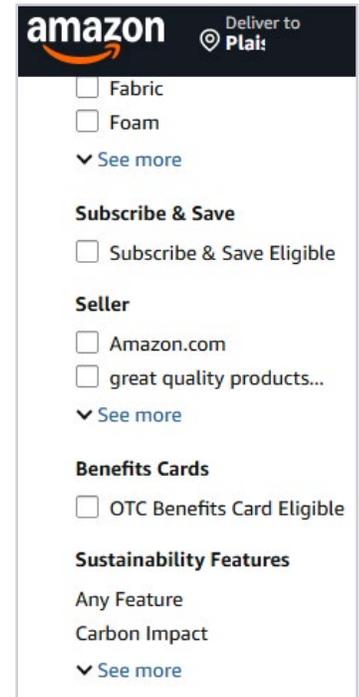
1. Members with an existing Amazon account should log in as usual.
2. Go to [amazon.com/OTCnetwork](https://amazon.com/OTCnetwork) to register your OTC Benefits card.
3. Click 'Add your OTC Network card' to begin.
4. On the Wallet page, select 'Add a payment method.'
5. On the next screen select 'Add an OTC Benefits card.'
6. Enter your OTC Network card number and name, then click 'Add and continue.'
7. You'll see an 'OTC Network card added' confirmation message.
8. To use your OTC benefits card, you will also need a secondary payment option added to your Amazon wallet. Select 'Add a payment method' to add a credit or debit card.



Please note if you select an ineligible item, it will be charged to your secondary payment option.

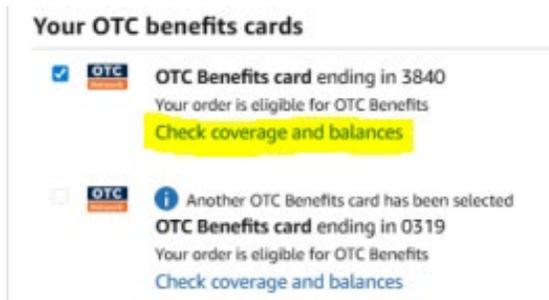
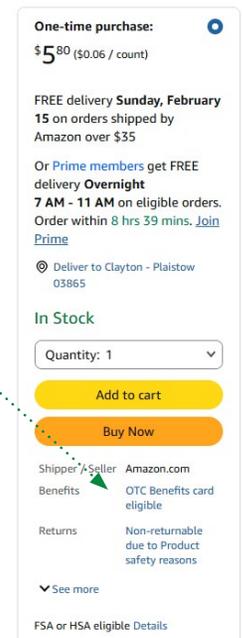
## Step 2: Search for items on Amazon.com

1. Search for any of the items you typically purchase with your benefits, including OTC medical and wellness products.
2. To narrow your search to only products you are eligible to purchase with your benefits, you can select the 'OTC Benefits Card Eligible' search filter on the left side of the screen. 
3. You do not have to select the OTC Benefits Card Eligible badge. If you know what products are covered by your benefits, you can just use the search bar to find the product you are looking for.
4. You also have the option to shop for eligible OTC products directly on the OTC Storefront, which will only show OTC eligible items. Go to [www.amazon.com/OTCbenefitstore](http://www.amazon.com/OTCbenefitstore).



## Step 3: Confirm your items are OTC Benefits card eligible and complete your purchase

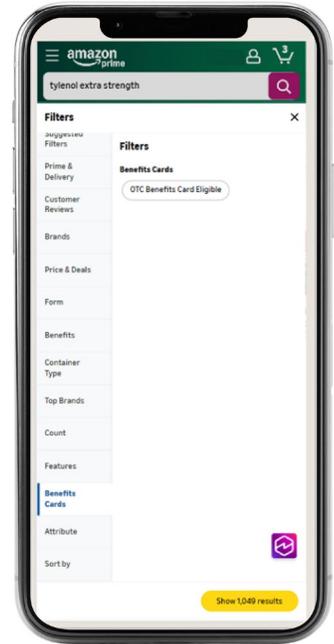
1. Once you find the products you are interested in, click 'Add to Cart', or click on the product to see additional details
2. You can verify that a product is eligible for purchase by looking for the 'OTC Benefits card Eligible' badge under the 'Buy Now' button on product detail pages. This detail page badge will only be displayed on products you are eligible to purchase with your specific benefits.
3. When you've found the products you're interested in purchasing, select 'Add to Cart'. Note that if you select a 'Subscribe & Save' offer, only the first delivery will be paid with your OTC Benefits card and future deliveries will be paid with your secondary payment option. Then select and proceed to check out.
4. When checking out, please make sure your OTC card is selected as the form of payment. You can also check the balance on your OTC Benefits card; the amount being applied to your purchase and remaining balances in each of your wallets by selecting 'Check coverage and balances'.



## Mobile experience

If you use the Amazon.com app, you can still add your OTC card as a payment option, and search/filter for OTC eligible items.

1. Click the search filter in the top left corner.
2. Scroll down and select the 'Benefit cards' filter.
3. Click 'OTC Benefits card Eligible'.
4. Customers can search for products, and results will automatically filter to show only items eligible for purchase with their OTC Benefits.
5. Search for the products you want and select 'Add to Cart.'



## Additional notes

Please see shipping costs (applies to online and mobile orders):

- \$6.99 shipping fee (no fee for orders over \$35 or Amazon Prime members)
- Members will see any fees from their cart at check-out. Fees cannot be paid with an OTC Network card. Restrictions apply. OTC cards can only be used as payment for items shipped by Amazon.
- If your card is denied, lost or stolen, please [contact us](#) immediately.

IMPORTANT: Screenshots and instructions are provided as examples that will apply to most users. Some Amazon shoppers may have a different shopping experience based on their location, the device, browser, or mobile application they are using.

Amazon and all related marks are trademarks of Amazon.com, Inc. or its affiliates.

All other trademarks, product names, and company names are the property of their respective owners.

Y0172\_NHMA\_AMAZONOTC\_2026\_C