OTC NETWORK

My Benefits Center

Web & Mobile App User Guide

This guide provides instruction on how to use the My Benefits Center website as well as the OTC Network mobile application.

05.22.2023

Table of Contents

01

How to Access Your Benefits

Screen 1

English | Español

OTC
Network®

Welcome to My Benefits Center

Enter the information below to see your benefit details.

Card Number

Continue

Screen 2

English | Español

OTC
Network®

Welcome to My Benefits Center

Enter the information below to see your benefit details.

Card Number

**** **** **** **** 21

ZIP Code

64222

✔ I agree to the Privacy Policy

Continue

Back

Enter Card Number

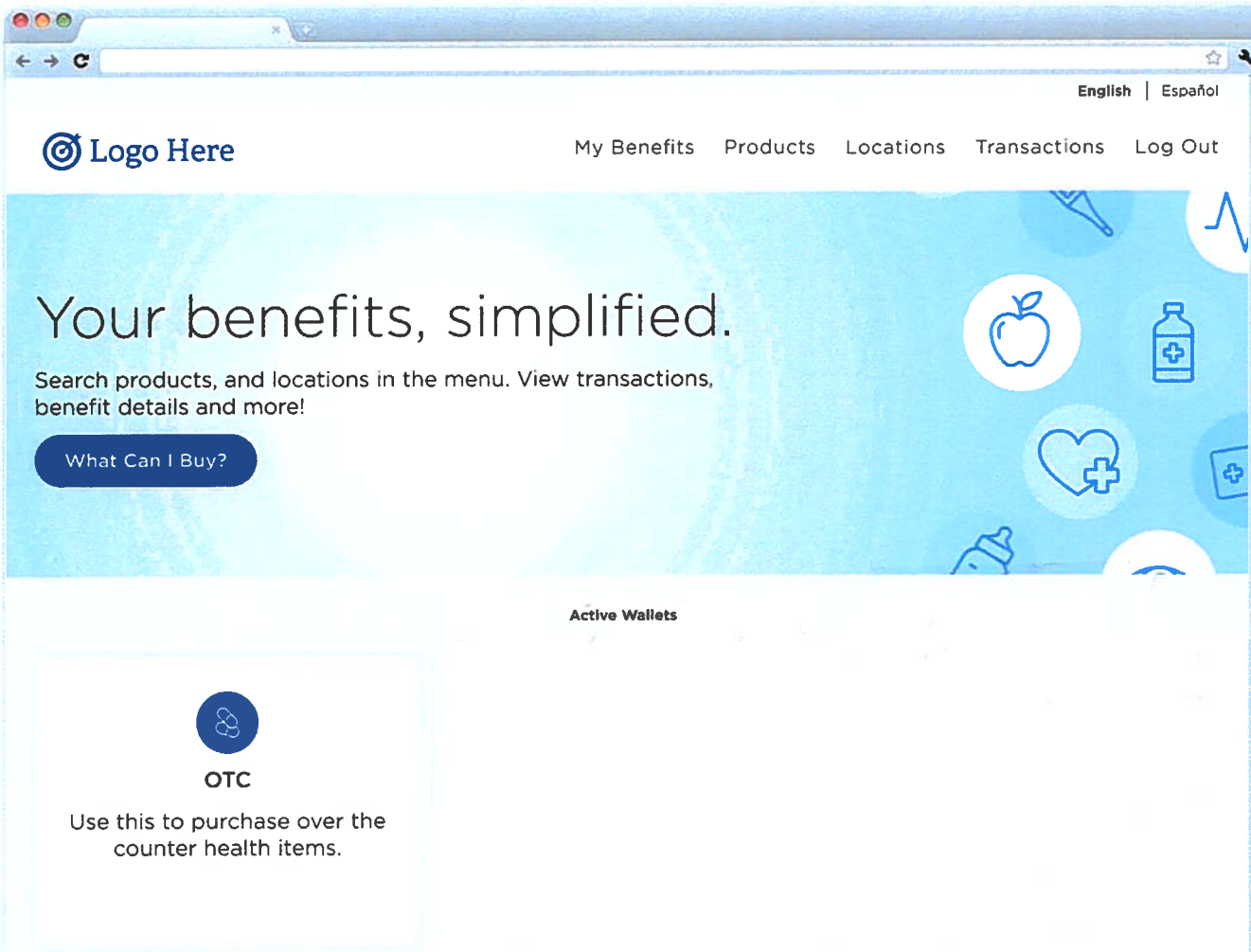A member will not be required to create an account or provide an email when they use My Benefits Center.

1. **Access My Benefits Center website via your computer or mobile device** URL: https://mybenefitscenter.com/

   i. Supported Browsers: Chrome, Safari, Microsoft Edge, & Firefox App for Mobile Devices: OTC Network

   ii. Supported Devices: mobile and tablet iOS and Android devices

2. Enter your OTC card number. (Do not include spaces or dashes.)

3. Member will be prompted for one secondary ID field. (Ex: Member ID, birthday, zip code)

4. Make sure to click "I agree to the Privacy Policy"

5. Members may also be prompted with a CAPTCHA for safety purposes.

Download the OTC app:

1. To access the same information via app, go to the App Store or Google Play.

2. Search for the OTC Network.

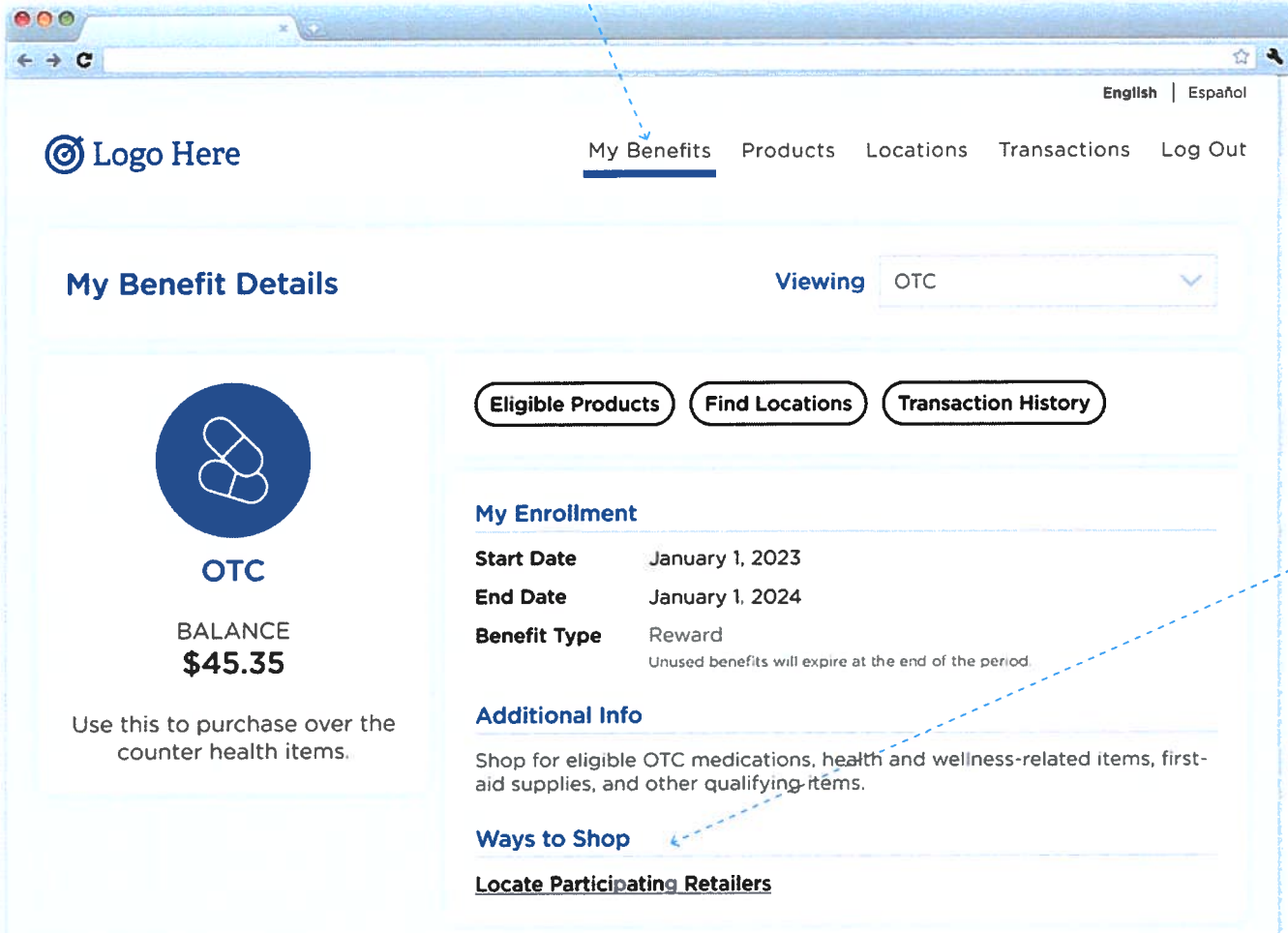3. Download the app and follow the same steps to enter your card number.

02

My Benefits

English | Español

Logo Here

My Benefits   Products   Locations   Transactions   Log Out

Your benefits, simplified.

Search products, and locations in the menu. View transactions, benefit details and more!

What Can I Buy?

Active Wallets

OTC

Use this to purchase over the counter health items.

Benefits Dashboard

1. Login to My Benefits Center.

2. The member can view the balance of their benefit(s) on the dashboard.

3. Select the desired benefit to view more information.

It is possible that certain benefits displayed may be benefits that are effective in the future. To see the effective dates, select the benefit and view the benefit details page. Future benefits cannot be used for any transaction (including Scan to Pay) until their start date.
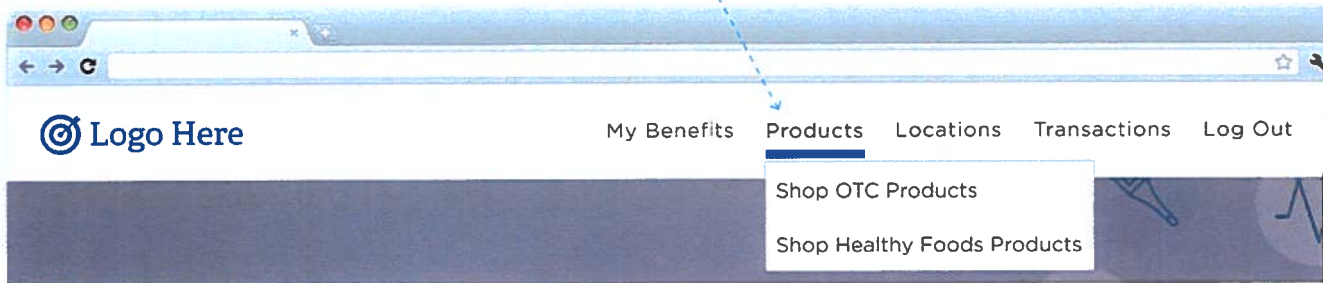
Benefit Details

View Benefit Details

1. Login to My Benefits Center.

2. Member can access details about each specific benefit by selecting the "My Benefits" tab from the header.

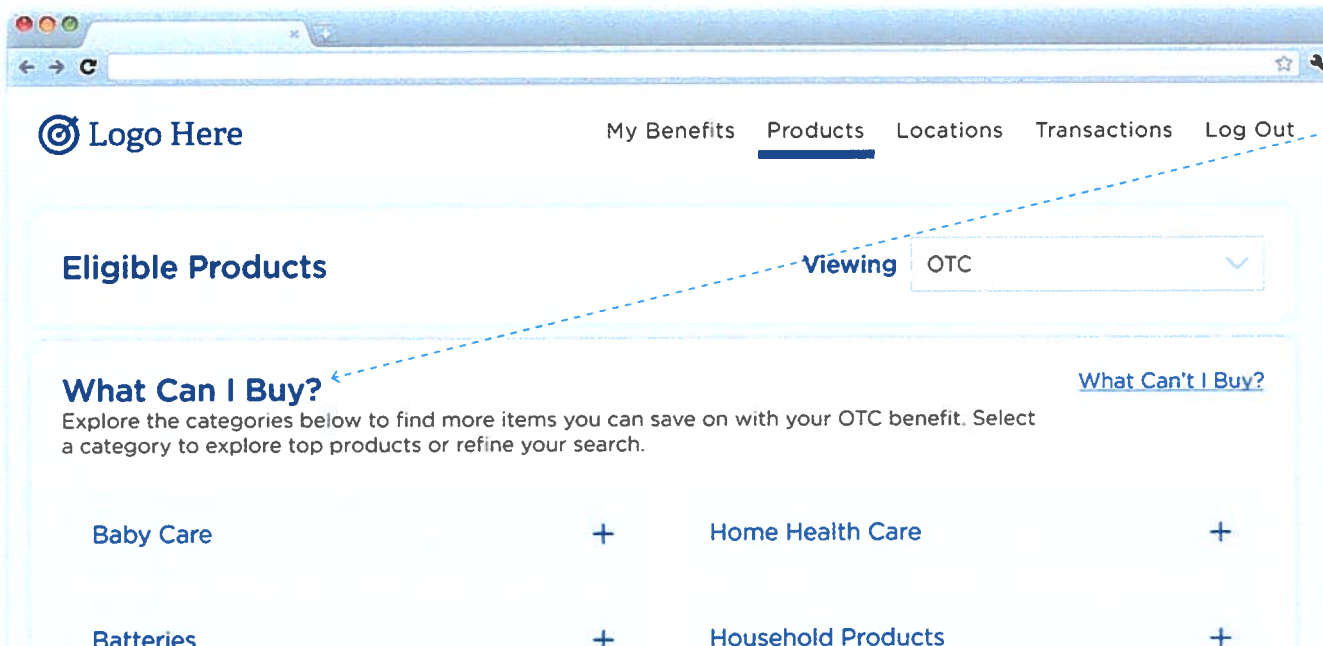3. In the drop-down menu, select a benefit to view.

When a member views a specific benefit's detail page, they can see that benefit's balance, active dates, benefit type, and any additional information provided by the health plan. There are also links that guide the member to identify eligible products that the benefit supports, ways to shop, and their transaction history.

"Ways to Shop" will provide links to participating online retailers or other physical retailer locations if applicable. The number of links and the specific retailers linked may vary between benefits.

Additionally, members can toggle between each of their benefits (if they have more than one).

English | Español

Logo Here

My Benefits   Products   Locations   Transactions   Log Out

My Benefit Details

Viewing   OTC ⌄

OTC

BALANCE
$45.35

Use this to purchase over the counter health items.

(Eligible Products)   (Find Locations)   (Transaction History)

My Enrollment

Start Date   January 1, 2023

End Date   January 1, 2024

Benefit Type   Reward
Unused benefits will expire at the end of the period.

Additional Info

Shop for eligible OTC medications, health and wellness-related items, first-aid supplies, and other qualifying items.

Ways to Shop

Locate Participating Retailers

To toggle between the member's benefits, select the alternative benefit (if any) in the "Viewing" dropdown menu.

Eligible Products

Viewing | OTC

What Can I Buy?

What Can't I Buy?

Explore the categories below to find more items you can save on with your OTC benefit. Select a category to explore top products or refine your search.

Baby Care   +   Home Health Care   +

Batteries   +   Household Products   +
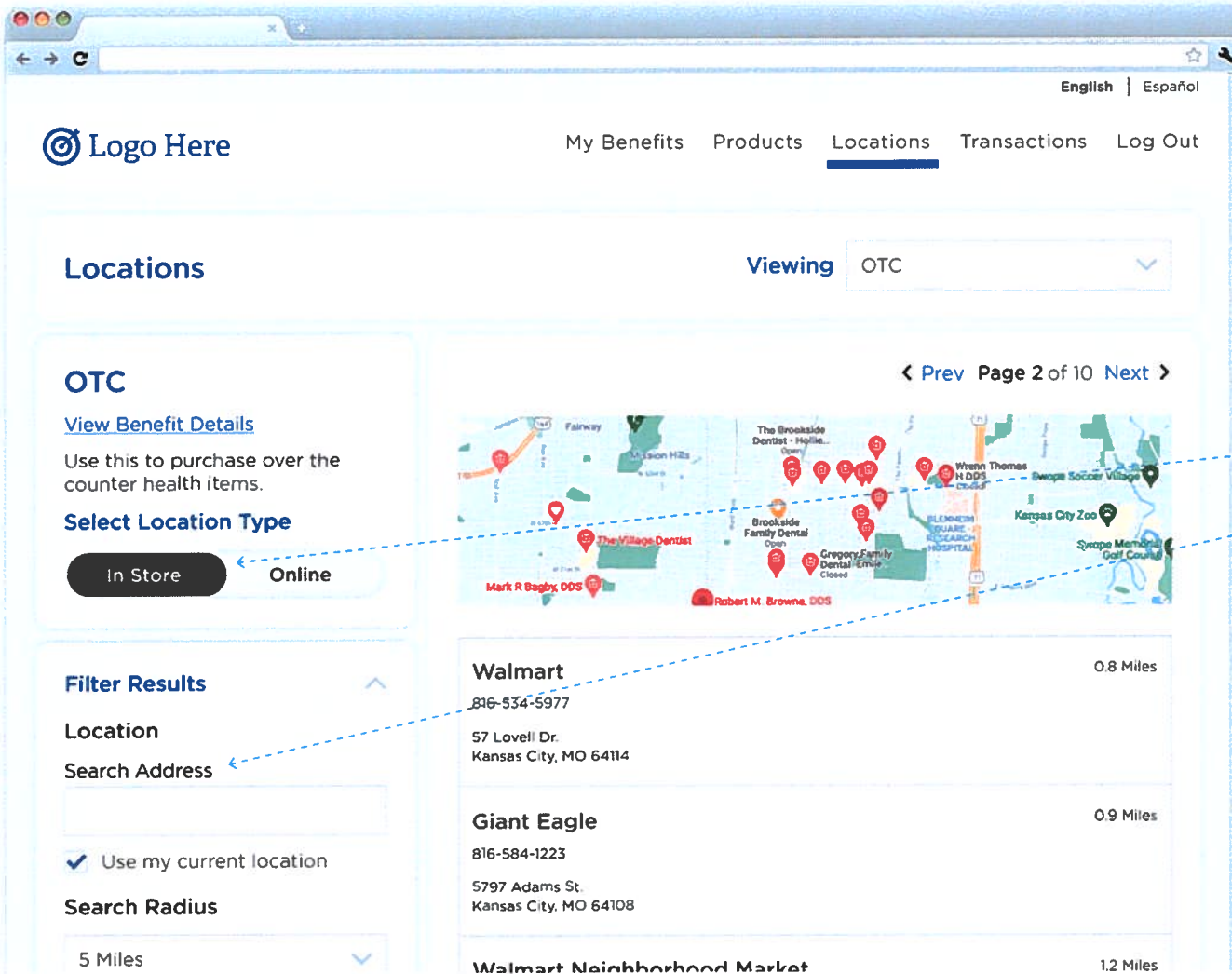
Products

Members can search for eligible products by logging into their account online or on their mobile device.

Eligible items can only be searched for in closed loop benefits. There will not be product search options for open loop wallets.

Product Search:
1. Login to My Benefits Center.

2. Select the "Products" tab and choose a benefit to search for products.

3. View categories and subcategories to see the types of products covered by your benefit.

4. Choose a subcategory, to filter by retailer and "keyword" to search for more specific eligible products.
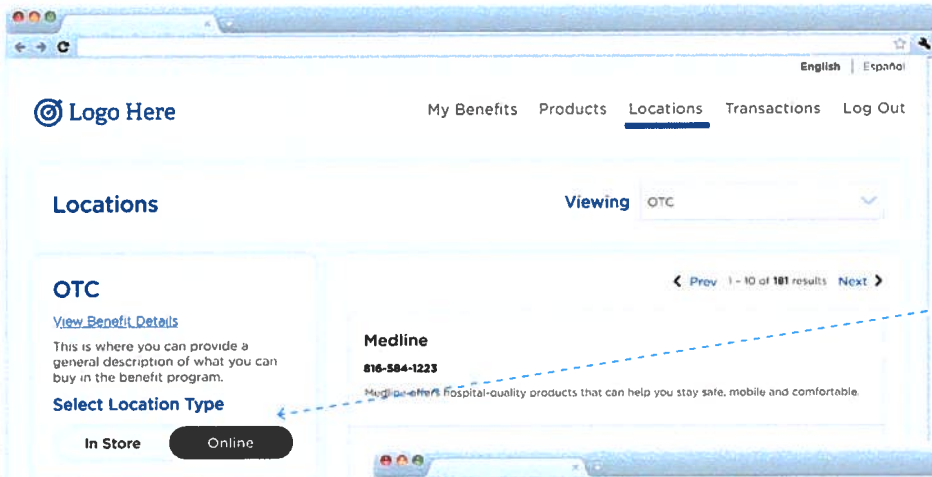
Locations

Members can search for online and in-store retailer locations that accept their benefits card. Retailer locations can only be searched for when the benefit is closed loop. No open loop benefit retailers can be searched for in My Benefits Center.
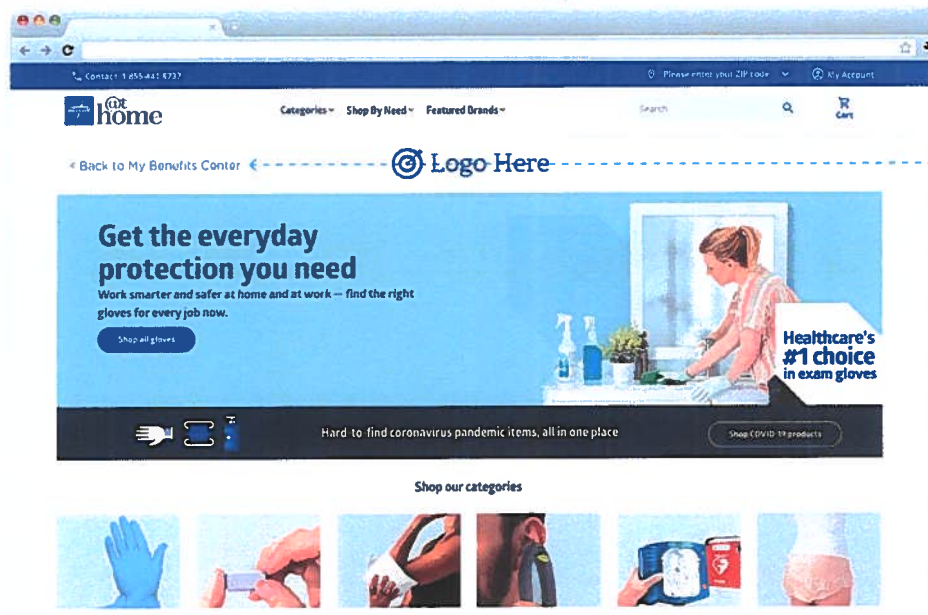
Search for In-Store Retailer Locations:
1. Login to My Benefits Center.

2. Select the "Locations" tab and choose the benefit to search for retailer locations.

3. Select "In Store" as the location type. (Location type will default to "Online" upon entering the page.)

4. Enter location search criteria.

5. Select "Apply" to see search results.

Shop Online

1. Select "online" as the locations type.

2. Retailers listed in the results to the right will link to their website to continue shopping online.

3. If an online retailer has Single Sign On (SSO) capabilities, the member will be automatically signed onto the retailer's website (without having to manually login).

   i. This allows members to login without the need to create an account for the retailer. Please note that only certain retailers have Single Sign On capabilities.

4. Complete any transactions the member desires.

5. To return to My Benefits Center, if logged in via SSO, select "Back to My Benefits Center".

Locations

Viewing OTC

OTC

View Benefit Details

This is where you can provide a general description of what you can buy in the benefit program.

Select Location Type

In Store   Online

Looking for Something Else?

What Can I Buy?

Transaction History

FAQ

< Prev 1 - 10 of 181 results Next >

Medline

816-584-1223

Medline offers hospital-quality products that can help you stay safe, mobile and comfortable.

< Back to My Benefits Center

Logo Here

Get the everyday protection you need

Work smarter and safer at home and at work — find the right gloves for every job now.

Shop all gloves

Healthcare's #1 choice in exam gloves

Hard to find coronavirus pandemic items, all in one place   Shop COVID 19 products

Shop our categories

02

English | Español

Logo Here   My Benefits   Products   Locations   Transactions   Log Out

Contact 1 855-441-6737   Please enter your ZIP code   My Account

at home   Categories   Shop By Need   Featured Brands   Search   Cart

10   MY BENEFITS CENTER

English | Español

⊚ Logo Here   My Benefits   Products   Locations   Transactions   Log Out

Transaction History

Filter Dates

Last 30 Days ⌄

Looking for Something Else?

FAQ

Last 30 Days   ‹ Prev Page 2 of 10 Next ›

Today

Description	Amount	Balance
⌃ 8:16 PM Purchase -- CVS [Example of Pending Transaction] Card ending in 1234	-$60.00	↻ Pending
OTC	-$20.00	$165.00 remaining
Healthy Foods	-$40.00	$80.00 remaining
⌄ 7:57 PM Purchase -- Walmart Brookside Card ending in 1234	-$40.00	↻ Pending
⌄ 7:30 PM Purchase -- MODOT [Example of completed transaction] Card ending in 1234	-$5.00	
6:50 PM [Legacy Wallet Visit Example] Card ending in 1234	-$15.00	$50.00 remaining
12:00 AM [Period] Benefit Load -- Effective Date [Reward Name] Load Card ending in 1234	+$50.00	$80.00 remaining

← Expanded Transaction Details View:

← Transaction Summary View:

Transaction History

Transaction History Members can view all their transactions within the last 1 year when logged into My Benefits Center

1. Login to My Benefits Center.

2. Select the "Transactions" tab to view the transaction summary.

3. Filter transaction dates. (Options: Last 30 Days or per month)

4. Click on the caret symbol next to a transaction to expand and see the transaction details.

03

Navigation
& Support

Desktop Header

English | Español

Logo Here

My Benefits   Products   Locations   Transactions   Log Out

Mobile Menu Icon

Card ending in **** 3454

× MENU   English | Español

MY BENEFITS   ⌄

PRODUCTS   ⌄

LOCATIONS   ⌄

TRANSACTIONS

SCAN TO PAY

SCAN PRODUCT

Support

Contact Us

Policies

Accessibility

Log Out

Footer

Support   Contact Us   Policies   Log Out

Powered by

INCOMM healthcare   OTC Network

Navigating Using the Page Footer
Members may use the footer of the web page/application to navigate to certain areas of My Benefits Center.

Below are the following pages or actions that can be accessed at the bottom of each page.

- Support page
- Contact Us page
- Policies
- Accessibility
- Logout
- App Store or Google Play Store to download the OTC Network mobile app

Navigation

Navigating Using the Menu
The menus when accessing My Benefits Center and the OTC Network mobile app have the same options and features but are accessed in a slightly different way.

To access the My Benefits Center menu on a desktop computer, see the clickable options near the top of the page.

Clickable Menu Bar Options:
- OTC Network or Health Plan Logo (Directs members to the dashboard)
- My Benefits
- Products
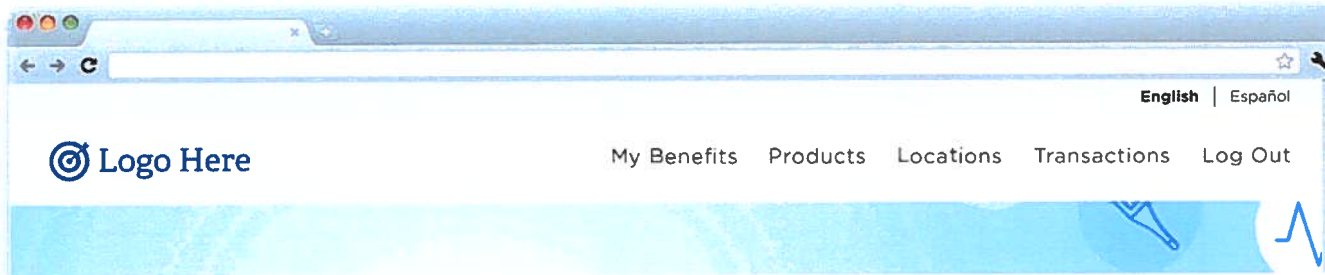- Locations
- Transactions
- Log Out

Mobile App
To access the My Benefits Center/OTC Network mobile application menu, select the "hamburger" menu icon to view the clickable menu bar options.
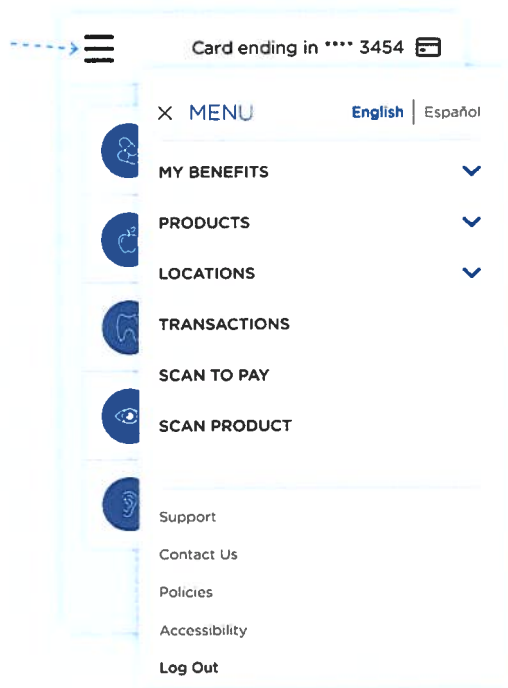
Clickable Menu Drop-Down Options:
- My Benefits
- Products
- Locations
- Transactions
- Scan to Pay
- Scan Products
- Contact
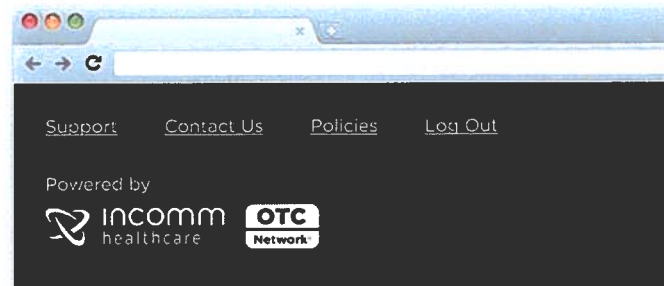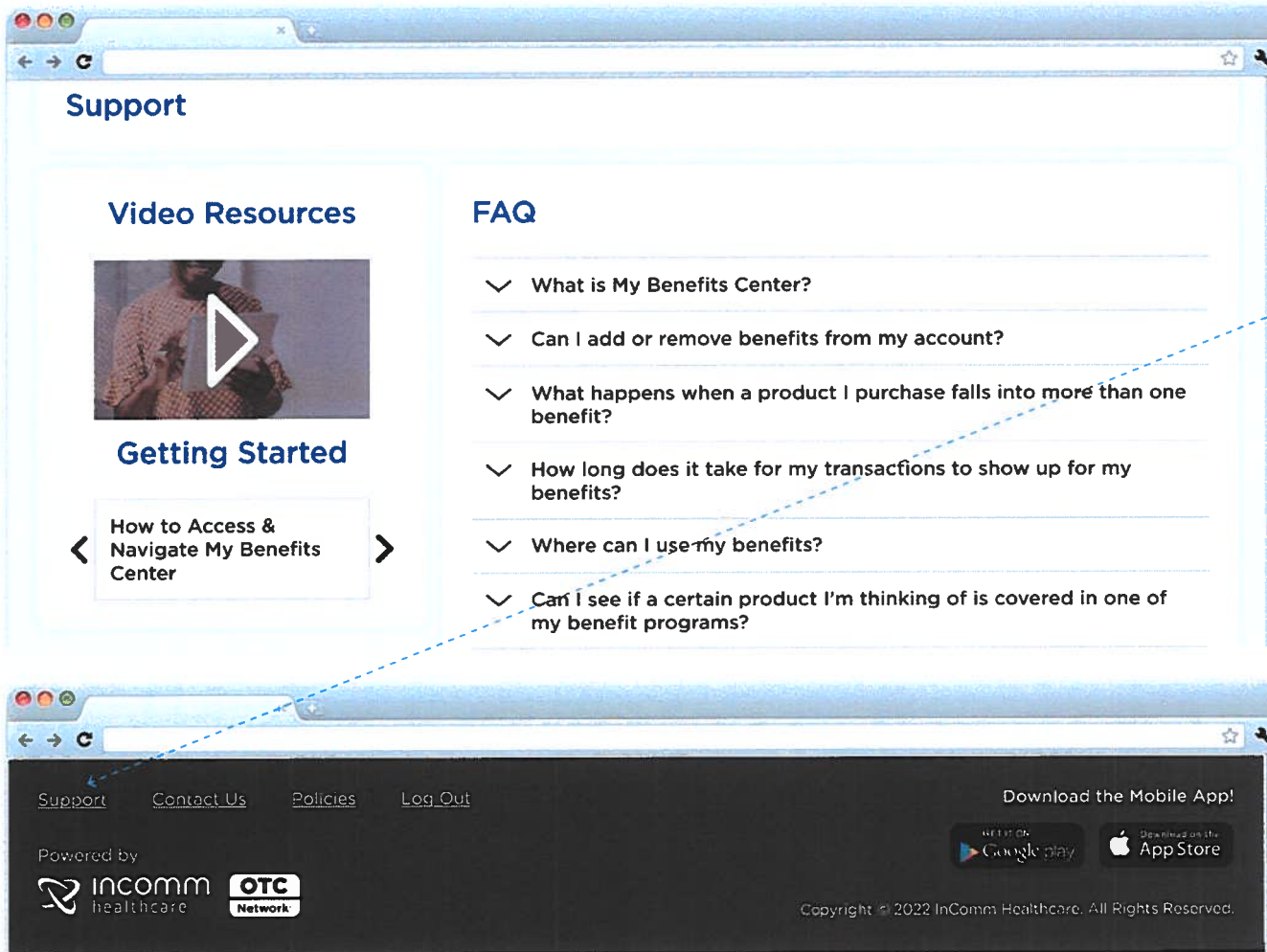- Policies
- Accessibility
- Log Out

Support

Video Resources

Getting Started

< How to Access & Navigate My Benefits Center >

FAQ

⌄ What is My Benefits Center?

⌄ Can I add or remove benefits from my account?

⌄ What happens when a product I purchase falls into more than one benefit?

⌄ How long does it take for my transactions to show up for my benefits?

⌄ Where can I use my benefits?

⌄ Can I see if a certain product I'm thinking of is covered in one of my benefit programs?

Support   Contact Us   Policies   Log Out

Download the Mobile App!

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INCOMM healthcare   OTC Network

Google play   App Store

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Support & FAQ

Support:

1. Scroll to the footer on any pages.

2. Select "Support." View helpful videos as well as frequently asked questions and their answers.

How-to videos are also available prior to logging in. Scroll down beneath the login to view available videos to help members use their benefits.

Contact your Health Plan:

1. Scroll to the footer on any pages.

2. Select "Contact Us".

3. Use the phone number, email, and/or health plan website provided to receive support about the member's benefits.

Desktop Header

English | Español

⊚ Logo Here

My Benefits   Products   Locations   Transactions   Log Out

Language Selection

English/Spanish Language Selection
Prior to logging in to their account, members can select
a language to view My Benefits Center and the OTC
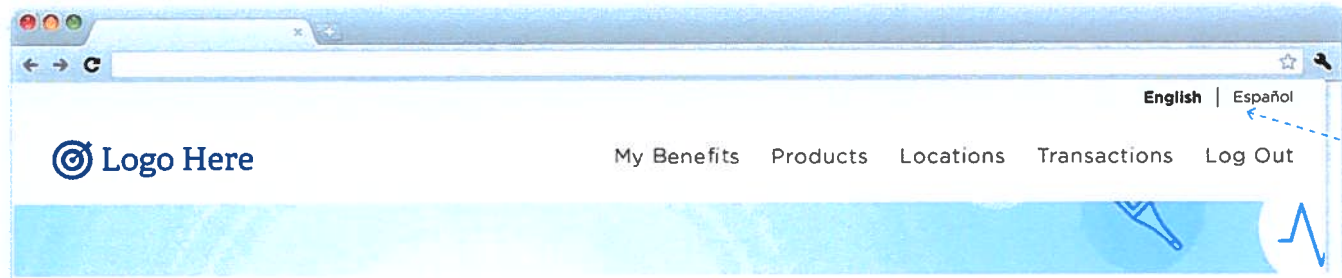Network mobile app in.

Language options available:
- English
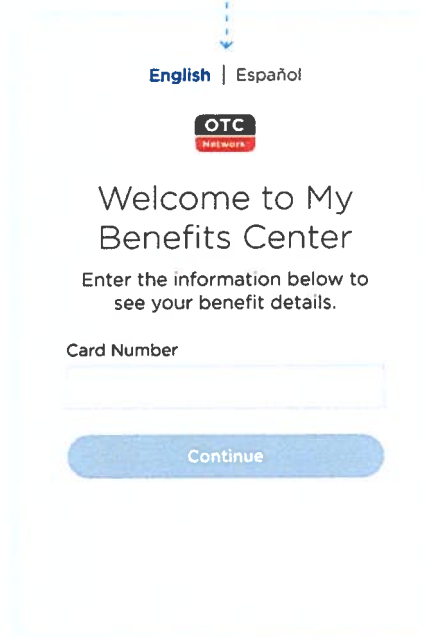- Spanish

The language that is selected will be bold.

Header
Members who are logging into their account on their
desktop computer also can change their language
selection while logged in and using My Benefits Center.
The same language options will be displayed and located
above the menu.

Mobile App
Members who wish to change their language selection
while using the mobile app can do so by accessing
the menu.
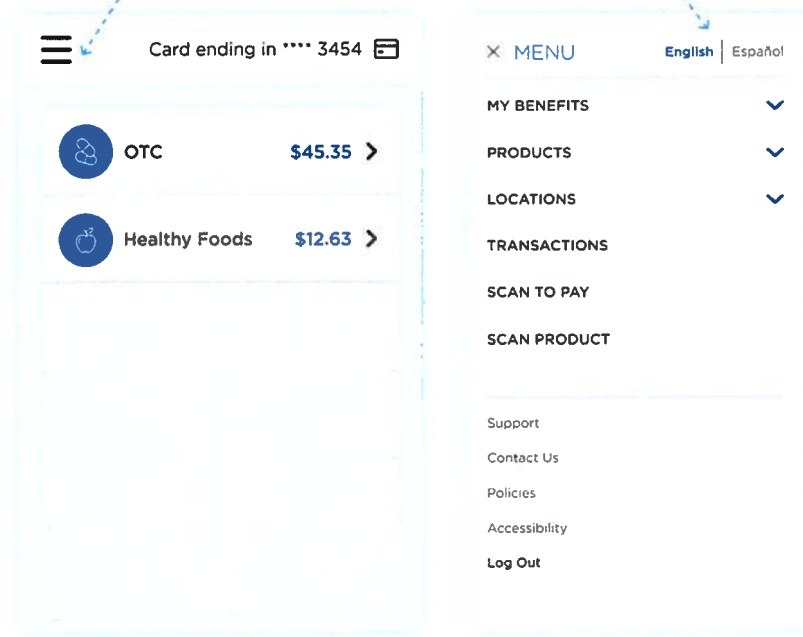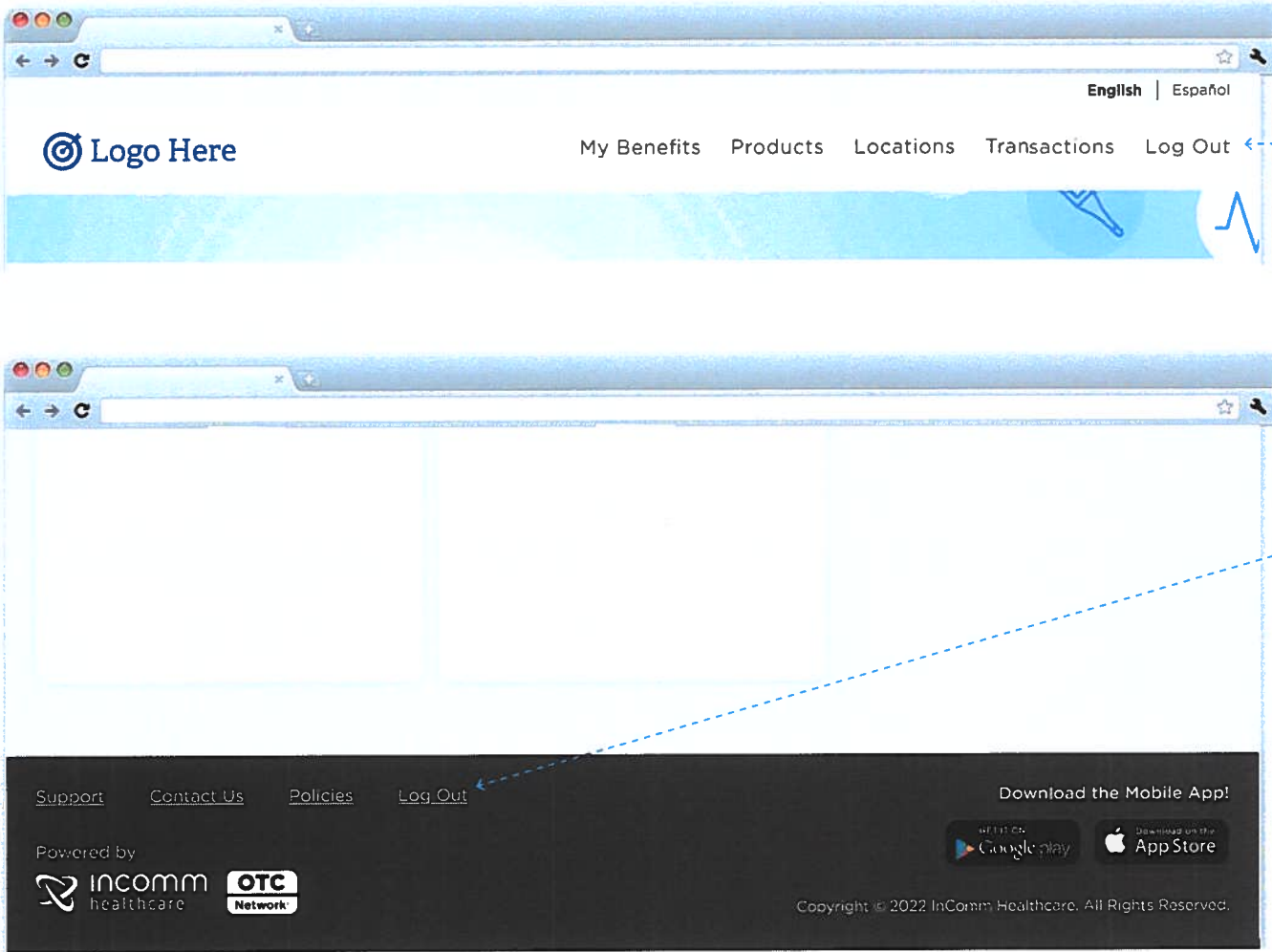1. Select the menu icon
2. Select the desired language

Login

English | Español

OTC
Network

Welcome to My Benefits Center

Enter the information below to
see your benefit details.

Card Number

[   ]

Continue

Mobile Web & OTC App

☰   Card ending in •••• 3454   ▭

⊗ OTC $45.35 >

🍎 Healthy Foods $12.63 >

✕ MENU   English | Español

MY BENEFITS   ⌄

PRODUCTS   ⌄

LOCATIONS   ⌄

TRANSACTIONS

SCAN TO PAY

SCAN PRODUCT

Support

Contact Us

Policies

Accessibility

Log Out

English | Español

⊙ Logo Here

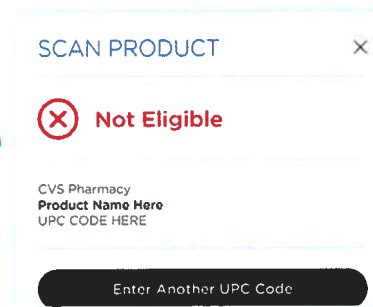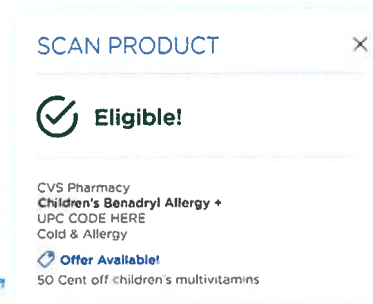My Benefits   Products   Locations   Transactions   Log Out

Logout

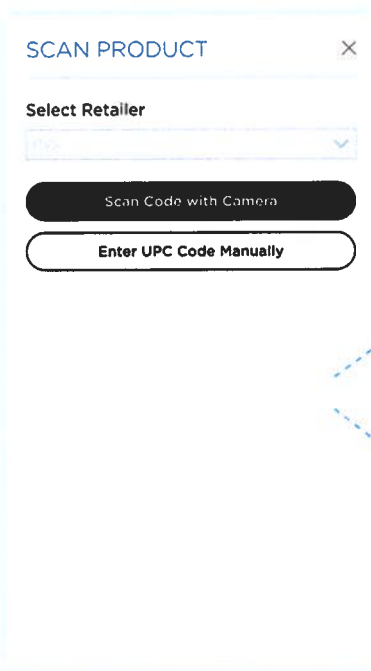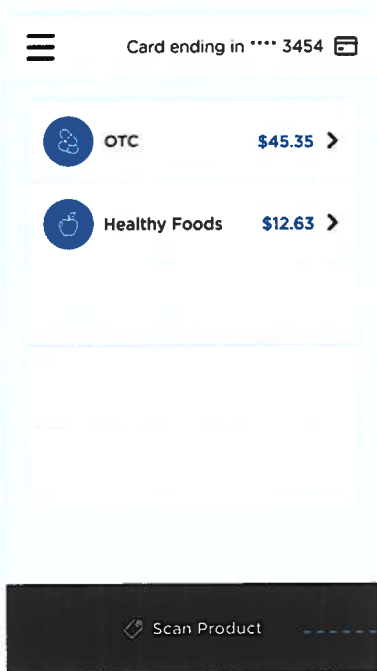1. Login to My Benefits Center and complete any desired actions

2. Select the person icon

3. Select "My Account"

4. Select "Logout"

Support   Contact Us   Policies   Log Out

Download the Mobile App!

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incomm healthcare   OTC Network

Google play   App Store

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Alternatively, members can scroll to the bottom of their screen and click "Logout" in the footer of any page.

04

Mobile App Features

Card ending in **** 3454

OTC	$45.35	>
Healthy Foods	$12.63	>

Scan Product

SCAN PRODUCT ✕

Select Retailer

Scan Code with Camera

Enter UPC Code Manually

SCAN PRODUCT ✕

✓ **Eligible!**

CVS Pharmacy
Children's Benadryl Allergy +
UPC CODE HERE
Cold & Allergy

◇ **Offer Available!**
50 Cent off children's multivitamins

SCAN PRODUCT ✕

✕ **Not Eligible**

CVS Pharmacy
Product Name Here
UPC CODE HERE
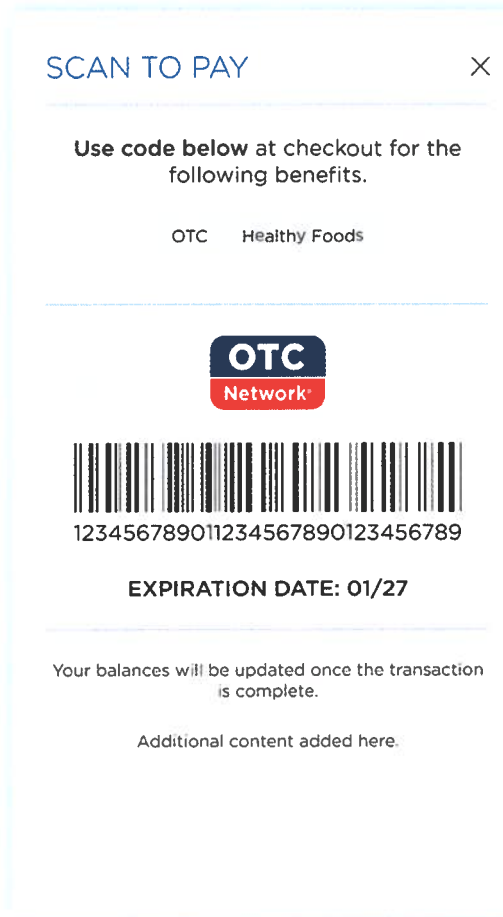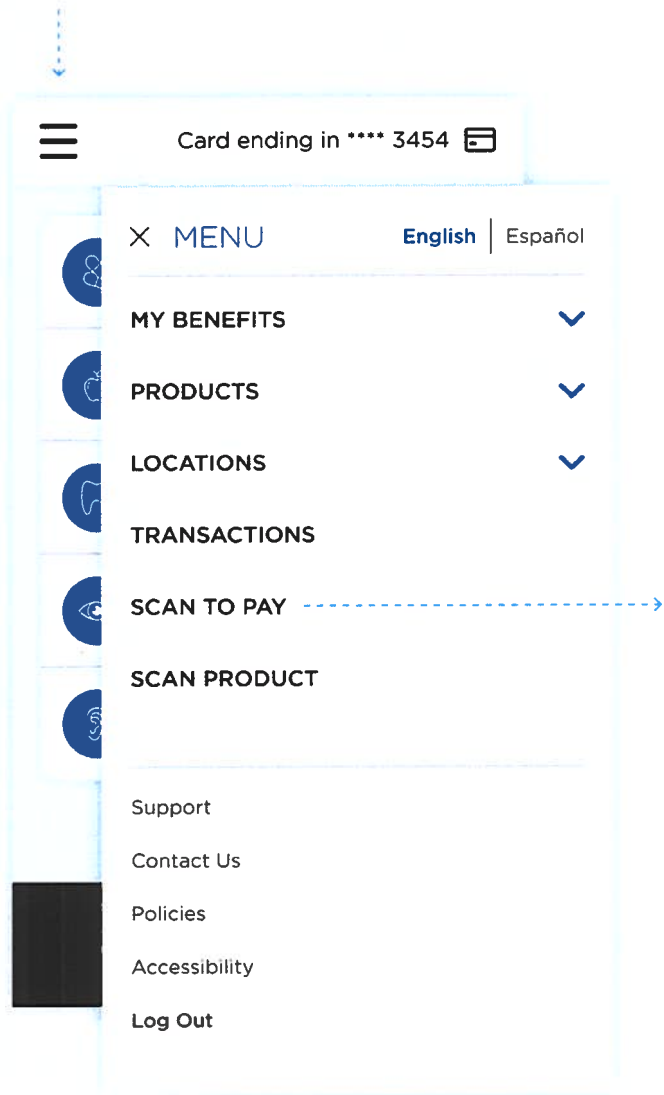
Enter Another UPC Code

Scan Products

1. Log in to the OTC app on a mobile device.
2. Select the scan product button at the bottom of any screen.
3. Choose the retailer.
4. Select "Scan Code with Camera".
5. Scan the barcode of the product.

   Results:
   - Eligible!
   - Not Eligible

Alternatively, if the member would like to search a product via UPC code they can choose the other option in the mobile app "Enter UPC Code Manually" and type in the product UPC code. This will produce the same results (Eligible/Not Eligible) as scanning a product.

When a product is eligible, after scanning or searching via a UPC code, each benefit that a member has will be displayed with the benefit's balance.

Card ending in **** 3454

✕ MENU

English | Español

MY BENEFITS ⌄

PRODUCTS ⌄

LOCATIONS ⌄

TRANSACTIONS

SCAN TO PAY

SCAN PRODUCT

Support

Contact Us

Policies

Accessibility

Log Out

SCAN TO PAY ✕

Use code below at checkout for the following benefits.

OTC   Healthy Foods

OTC Network®

123456789011234567890123456789

EXPIRATION DATE: 01/27

Your balances will be updated once the transaction is complete.

Additional content added here.

Scan to Pay

In the mobile app only, members can use a digital version of their card to scan to complete a transaction at a physical retailer's location. This is equivalent to swiping a physical card and their balances will be adjusted in the same way.

Scan to Pay is **not accepted** at the following retailers as a form of payment: HEB, Discount Drugs, and independent pharmacies.

1. Log into the My Benefits Center App on a mobile device.

2. Select the scan icon at the top of the screen.

3. Select "Scan to Pay".

4. Scan barcode at the cash register when completing a transaction at the retailer location.

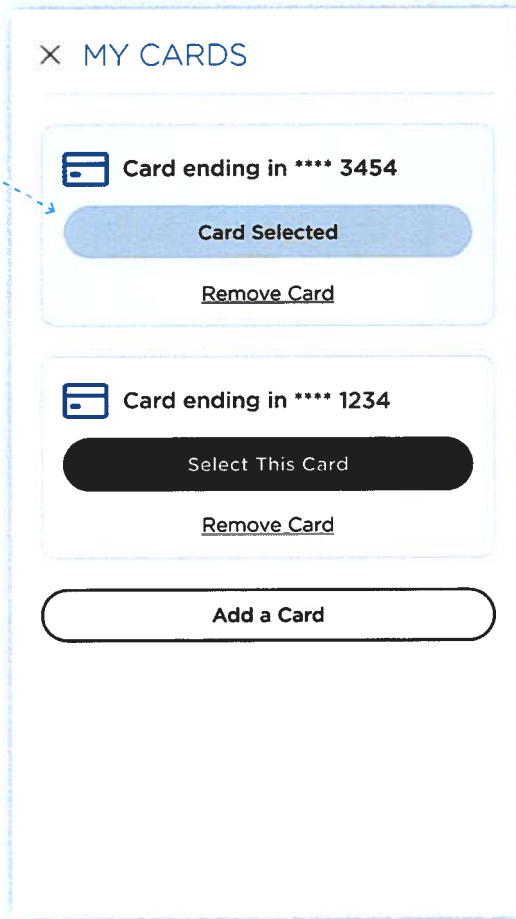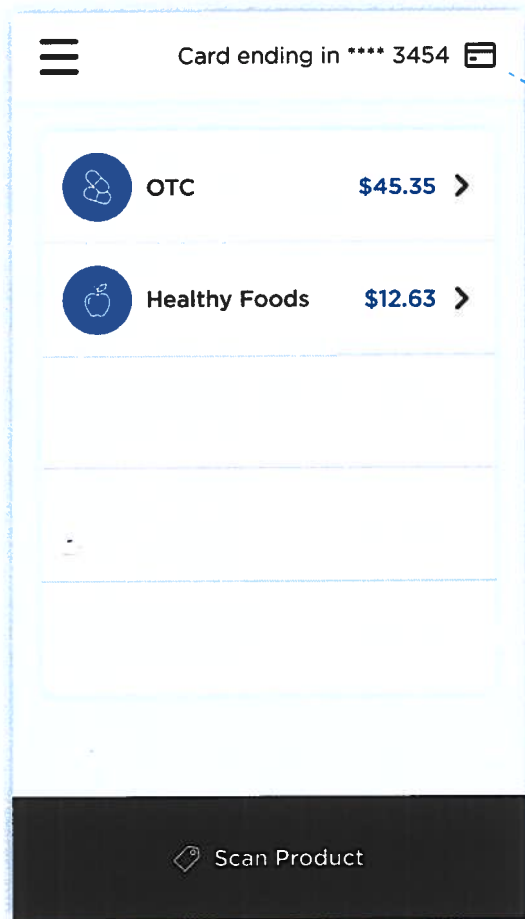5. If required, provide additional tender to complete the member's purchase.

Please note that the Scan to Pay feature may not be visible to members who:
- Only have open loop benefits.
- Do not have active benefits on their account.
- Do not have an active card on their account.

Manage Visa Card
My Benefits Center is here to help members track, manage, and maximize their health plan benefits.

If a member's card has a Visa logo on it, they have a wide range of options, just like using any other Visa card. Whether the specific plan's Visa benefit is for dental, vision, hearing, or something else, they can simply swipe their card at their chosen provider. Members' cards are accepted at any provider that can process Visa payments.

Card ending in **** 3454

OTC	$45.35	>
Healthy Foods	$12.63	>

Scan Product

✕ MY CARDS

Card ending in ** 3454**

Card Selected

Remove Card

Card ending in ** 1234**

Select This Card

Remove Card

Add a Card

Manage Multiple Cards

In the mobile app only, members can view multiple cards.

1. Tap the current card number in the top right.

2. Pop up will prompt user to add, delete, or switch to view another card.

Please note that if the member logs out, the card information will be removed from device and will have to be added again to view benefits.