

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.

08.13.2024

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01 - How to Access Your Benefits

English | Español

OTC
Network


Welcome to My Benefits Center

Enter the information below to see your benefit details.

Card Number

ZIP Code

I agree to the [Privacy Policy](#)

I am human  [Privacy - Terms](#)

Continue

Back

⊗ 2 Login Attempts Remaining

⊗ Card validation failed! Please try again.


Benefits Center

Enter the information below to see your benefit details.

Card Number

ZIP Code

I agree to the [Privacy Policy](#)

I am human  [Privacy - Terms](#)

Continue

Back

⊗ Sorry, but you have submitted too many failed login attempts. Please wait 15 minutes and try again.


Welcome to My Benefits Center

Enter the information below to see your benefit details.

Card Number

ZIP Code

I agree to the [Privacy Policy](#)

I am human  [Privacy - Terms](#)

Continue

Back

Enter Card Number

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

Failed Login Attempts

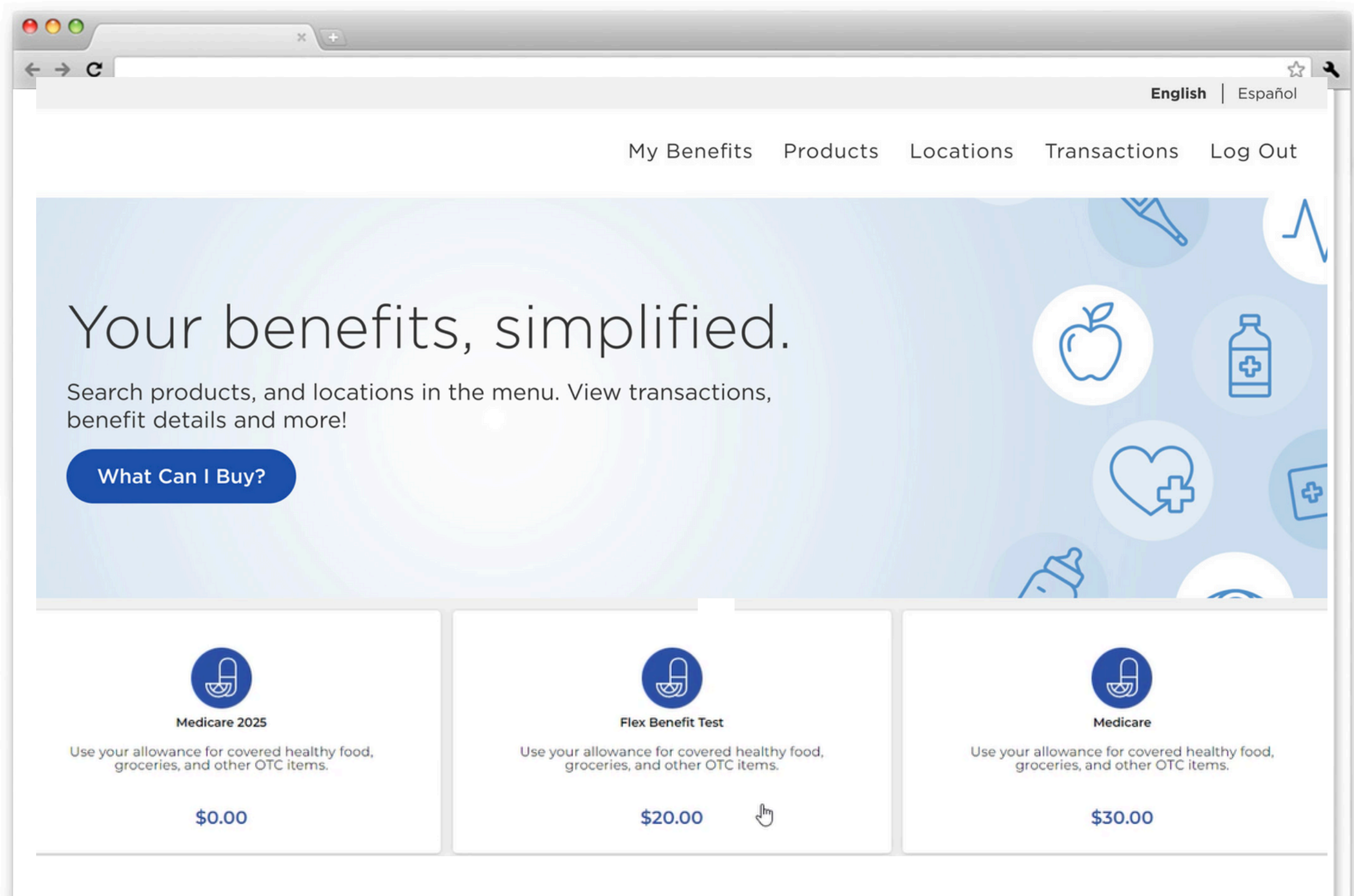
Users will now be locked out of My Benefits Center after 5 failed login attempts.

- Warning will be displayed in the last 2 attempts. Users will be locked for a random period of time ranging from anywhere between 15 - 60 min. As we use the same screen for adding a card on the app, this will also apply to login and add a card screens on the OTC network app.

hCaptcha:

Users will now have to go through the hCaptcha flow with boxchecking or image identification in order to successfully access My Benefits Center.

02 -My Benefits



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.

02 -My Benefits

English | Español

[My Benefits](#) [Products](#) [Locations](#) [Transactions](#) [Log Out](#)

My Benefit Details

Viewing **FLEX**

[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](#)

Flex Benefit

Use your allowance for covered healthy food, groceries, and other OTC items.

\$20.00

Benefit Details

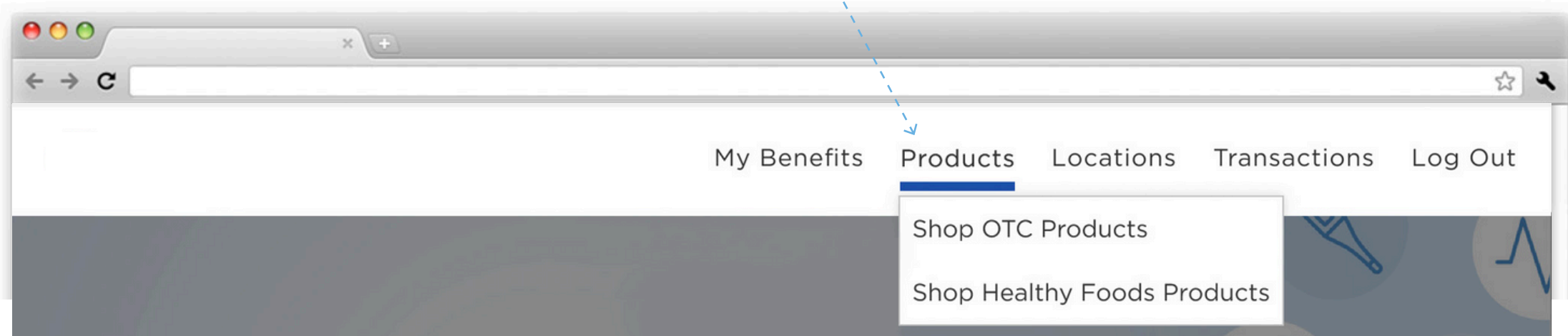
View Benefit Details

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.

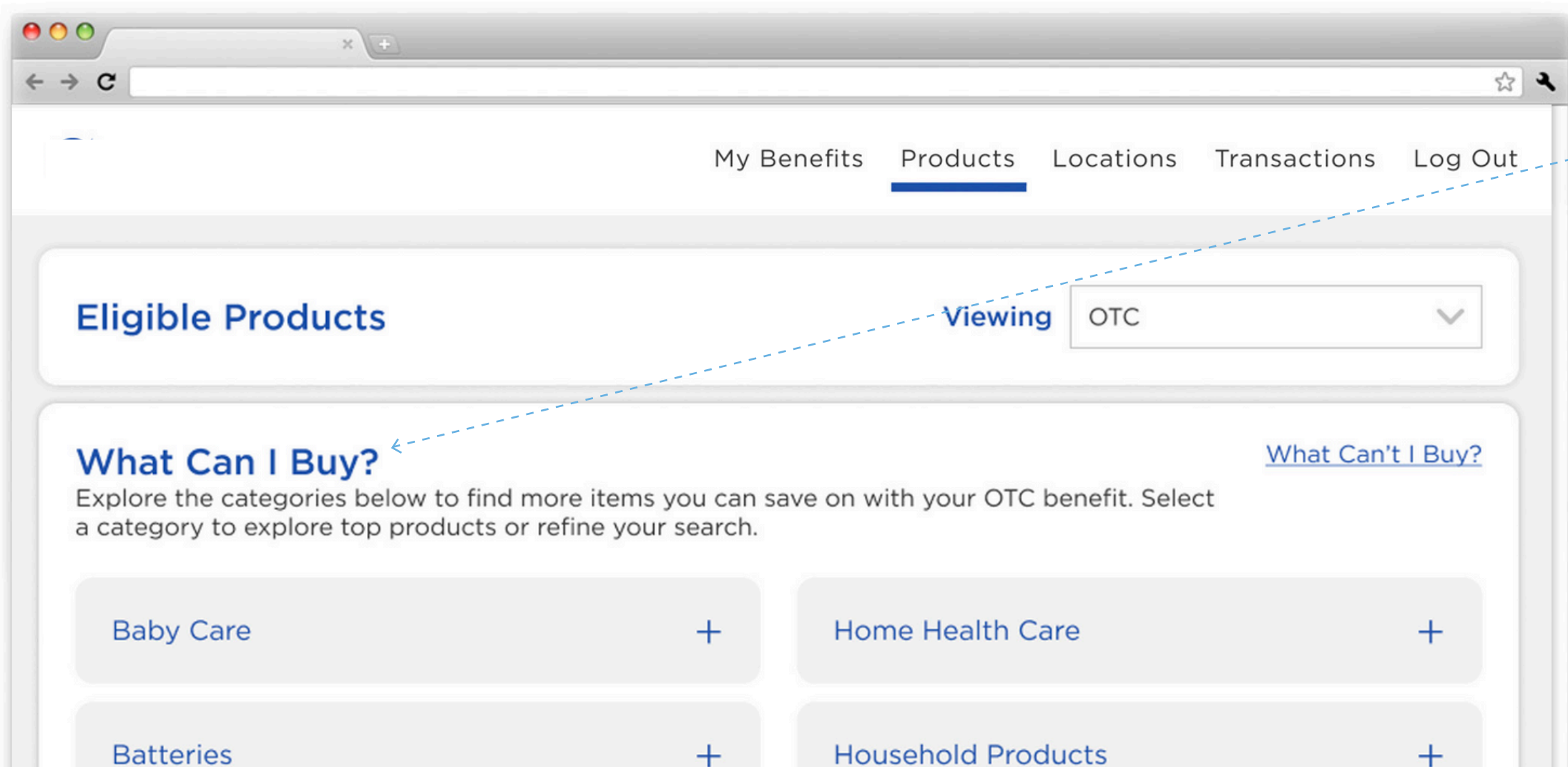
When a member views a specific benefit’s detail page, they can see that benefit’s balance, active dates, benefit type, and any additional information provided by the health plan. There are also links that guide the member to identify eligible products that the benefit supports, ways to shop, and their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



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



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 sub-category, to filter by retailer and "keyword" to search for more specific eligible products.

English | Español

My Benefits Products **Locations** Transactions Log Out

Locations Viewing OTC

OTC
[View Benefit Details](#)
 Use this to purchase over the counter health items.
Select Location Type
 In Store Online

Filter Results

Location
 Search Address

 Use my current location
Search Radius
 5 Miles

< Prev Page 2 of 10 Next >

| | |
|---|-----------|
| Walmart 816-534-5977 57 Lovell Dr. Kansas City, MO 64114 | 0.8 Miles |
| Giant Eagle 816-584-1223 5797 Adams St. Kansas City, MO 64108 | 0.9 Miles |
| Walmart Neighborhood Market | 1.2 Miles |

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.

English | Español

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 >

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

Transaction History

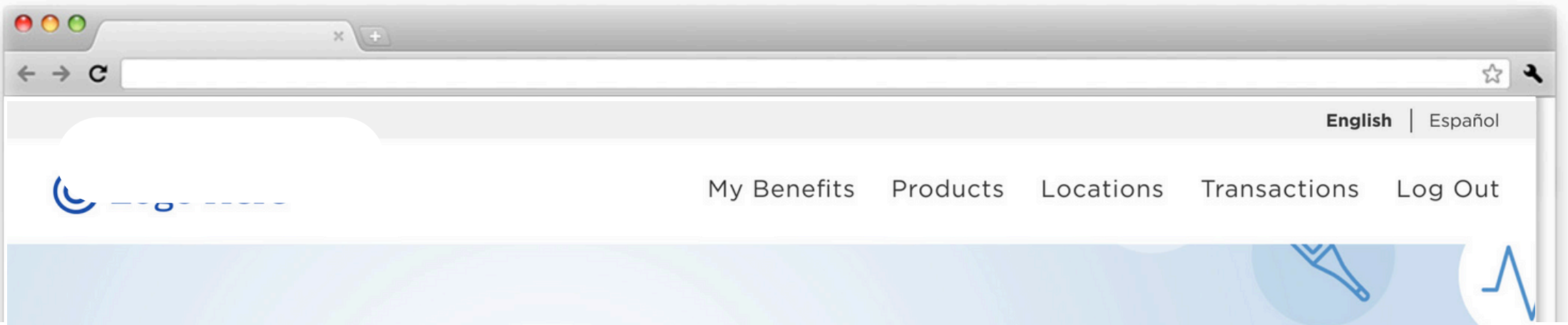
Transaction History Members can view all their transactions within the last 1 year when logged into My Benefits Center

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.

Expanded Transaction Details View:

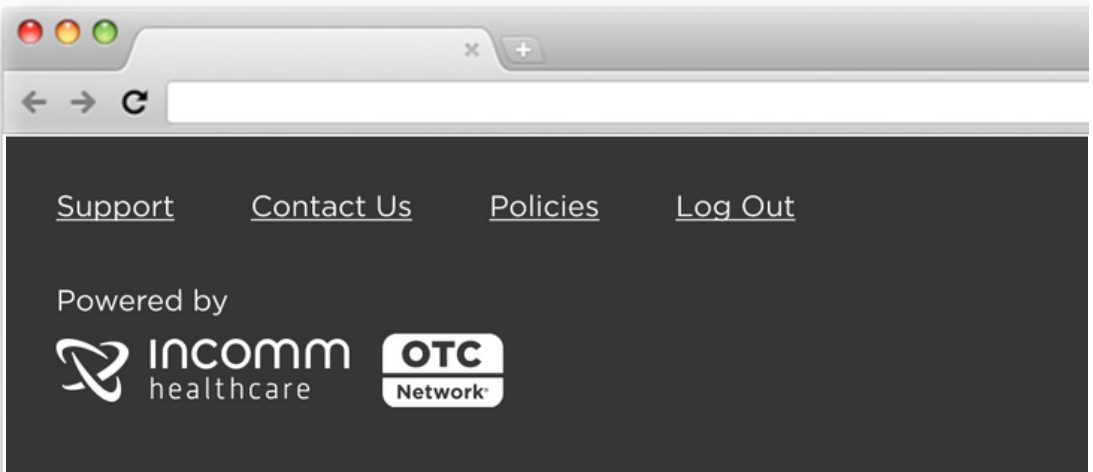
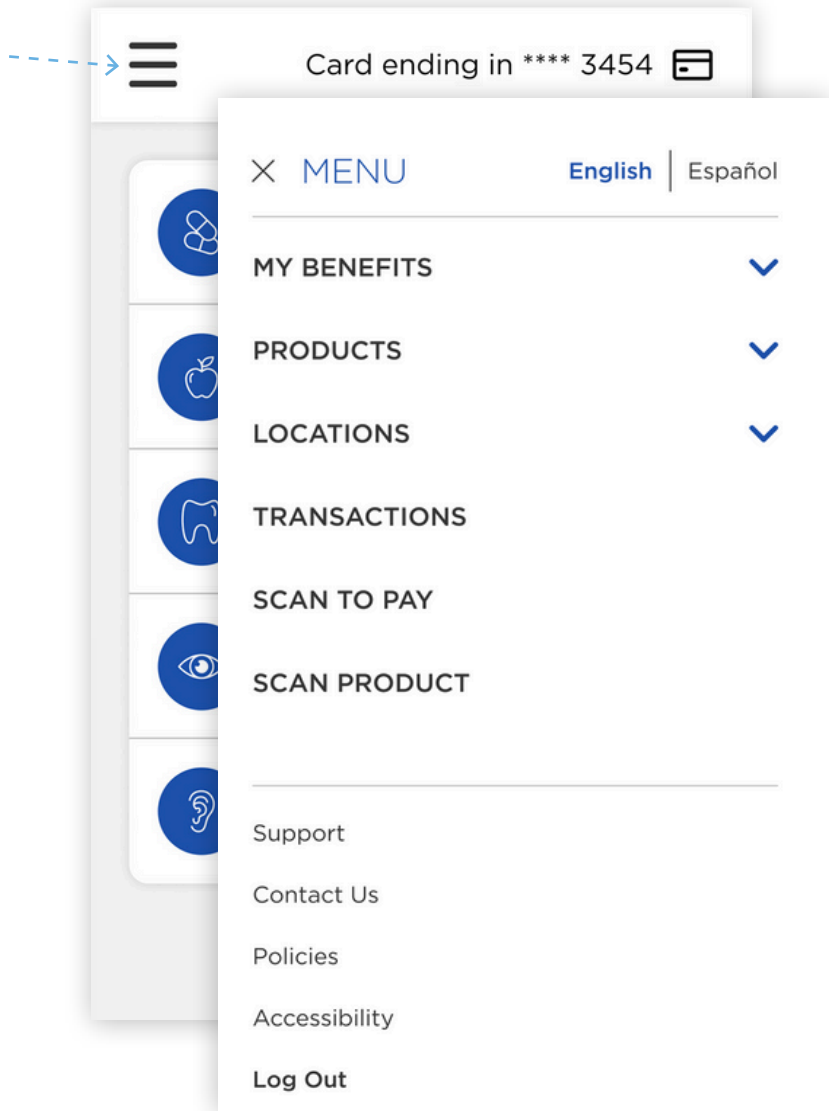
Transaction Summary View:

03 -Navigation & Support



Mobile Menu Icon

Footer



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:

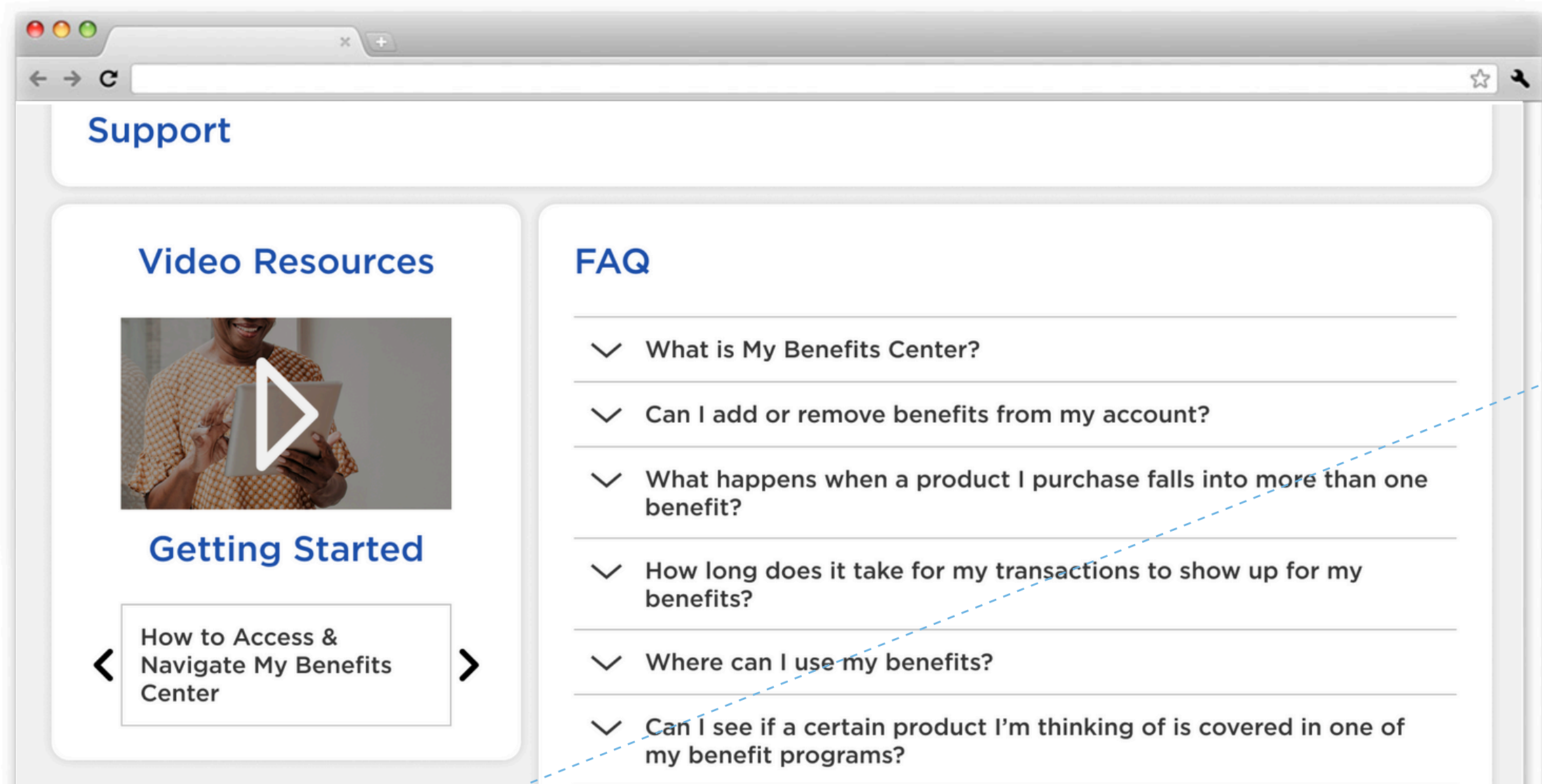
- OTC Network or Health Plan Logo (Directs members to the dashboard)
- My Benefits
- Products
- Locations
- Transactions
- Log Out

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.

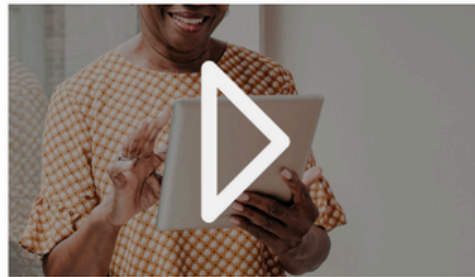
Clickable Menu Drop-Down Options:

- My Benefits
- Products
- Locations
- Transactions
- Scan to Pay
- Scan Products
- Contact
- Policies
- Accessibility
- Log Out



Support

Video Resources

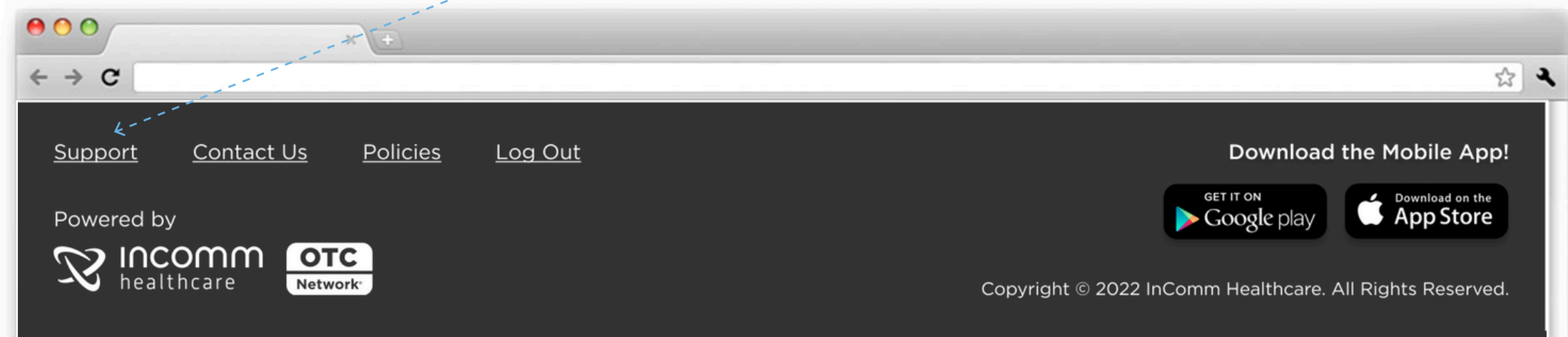


Getting Started

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](#)

Powered by



Download the Mobile App!



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Support & FAQ

Support:

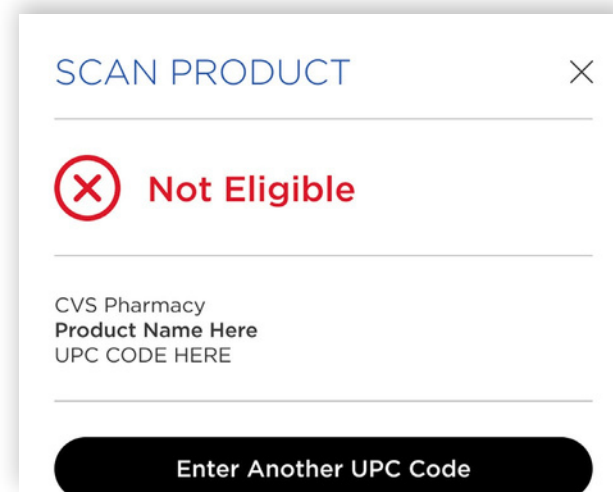
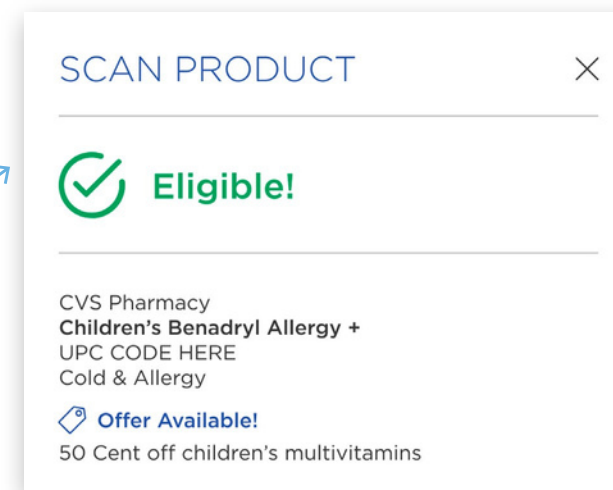
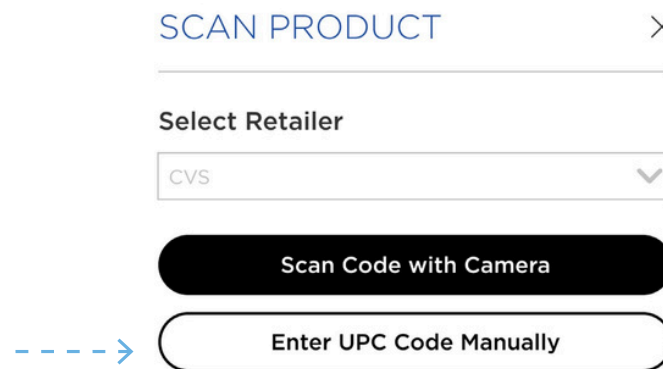
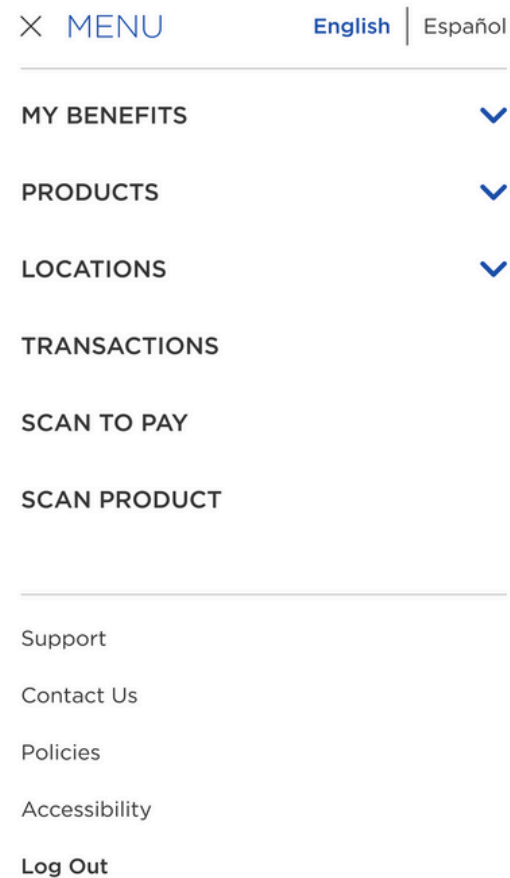
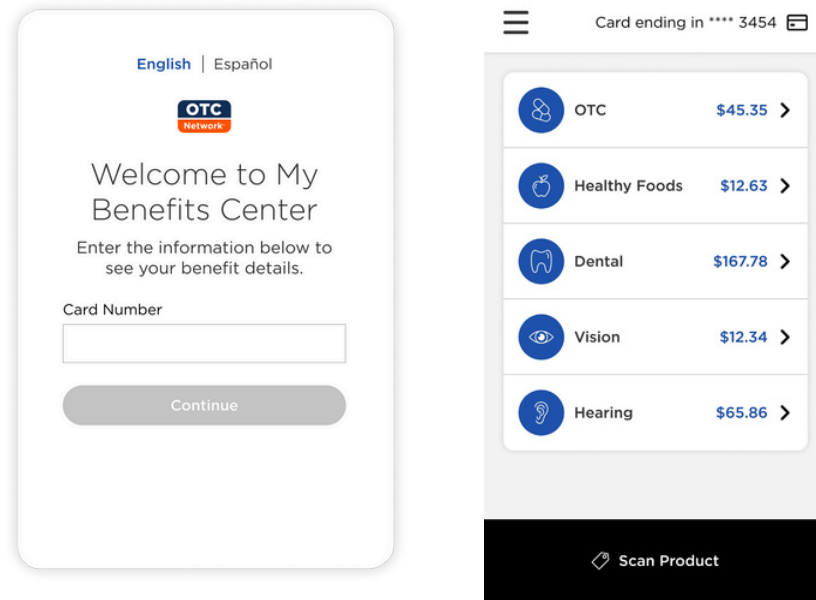
1. Scroll to the footer on any pages.
2. Select "Support." View helpful videos as well as frequently asked questions and their answers.

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.

04 -Mobile App



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

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.