



## Accomplish sales, clinical & member satisfaction goals with OTC



**10+ YEARS**  
Administering  
OTC Benefits



**Millions** of Medicare  
Advantage Members  
served in our OTC  
Program



## Mail & Retail Over-the-Counter Benefit Administration

Innovative technology, clinical support services, and analytics unite to power a supplemental benefits program from which your members will truly benefit.

- **Fully integrated** mail, mobile, web, and retail options available
- **Expansive OTC product selection** including nutritional grocery items, holistic medications, and home safety products
- **Consultative support** to maximize benefit designs, for:
  - Enhanced marketability
  - An elevated member experience
  - Robust reporting
  - Integration into a flex wallet program



# Convey's CMS-Compliant OTC Solution



## Product Listing & Benefit Configuration

- Supporting 1,500+ configurations for health plan clients



## Clinical & Chronic Condition Program

- Addressing specific conditions including heart disease, diabetes, and more
- Pre-developed product bundles
- Additional OTC allowances for targeted conditions
- Condition-specific meal programs



## Comprehensive Technology Platform

- Eligibility file processing, all types
- Utilization and CMS reporting
- Accurate benefit tracking
- Configurable contact center scripting
- Member self-service capabilities



## Omnichannel Product Procurement Options

- Cohesive mail order and debit card channels
- White-labeled for a connected member experience
- Multichannel access to product information



## Robust Security & Compliance Organization

- HITRUST Certified
- HIPAA, PHI, PCI Compliant



## Member Outreach & Benefit Promotion

- Award-winning customer service
- Email and print communication
- Telephonic survey capabilities
- Educational materials
- Sales event support