



## Say Hello to Your AZ Blue OTC/Rewards Benefits Card Mastercard® One Card. Two Ways to Use It.

Blue Cross® Blue Shield® of Arizona has partnered with PayForward® to administer its **over-the-counter (OTC)** benefits program and **Blue Medicare Health Rewards**SM program. This will make it easier for you to purchase the items you need with one card.

There is no need for you to decide whether to use your OTC dollars or your rewards dollars, it's done automatically.

- Use your **OTC allowance** to purchase eligible health related products at participating retail locations including Walmart, CVS, Walgreens, Frys, Safeway, and Rite Aid.
- OTC items can also be ordered online at **azbluebenefits.com** and shipped directly to your home or by calling Member Outreach, **602-313-7135 (TTY:711)** Monday – Friday, 8:00 am – 4:30 pm.
- **Reward dollars** for completing eligible self-attestation exams and screenings will be added to your benefits card within **14 days of your self-attestation being processed**.
- Self-Attestation can be completed at **azbluebenefits.com** or by calling Member Outreach at **602-313-7135 (TTY:711)**, Monday – Friday, 8:00 am – 4:30 pm. Eligible activities must be completed on or before December 31, 2024.
- **Reward dollars** can be used anywhere that Mastercard® is accepted. Rewards cannot be used to purchase alcohol, tobacco, firearms, gift cards, or prescription drugs. **Reward dollars** are issued one time per screening per calendar year and expire December 31, 2025.

### Q: How much is my OTC benefit allowance?

A: Your OTC benefit allowance depends on your plan. Benefit-specific plan information is outlined below:

Plan Name	Benefit Allowance per Quarter
Best Blue Life Plus, H0302-001	\$50
Best Blue Life Classic, H0302-006	\$75
Best Blue Life Classic, H0302-008	\$50
BlueJourney, H5140-001 (Maricopa), H5140-002 (Pima)	\$50

Your **OTC allowance** is added to your benefits card on a quarterly basis. Unused amounts will not carry over to the next benefit period. OTC dollars cannot be used to purchase alcohol, tobacco, firearms, gift cards, or prescription drugs.

### Q: How many reward dollars can I earn for completing an eligible health activity?

A: The amount of reward dollars you earn varies by health-related activity. The following are the 2024 eligible health activities, and the associated dollar amounts for all plans:

Reward Activity	Reward Amount
Annual Physical Exam (APE) OR Annual Wellness Visit (AWV) <sup>1</sup>	\$50
In-Home Assessment (IHA) <sup>2</sup>	\$50
Breast Cancer Screening (Mammogram) <sup>3</sup>	\$30
Colorectal Cancer Screening <sup>3</sup>	\$30
Diabetic Retinal Eye Exam <sup>3</sup>	\$30

<sup>1</sup> Complete with in-network provider. Reward dollars will be added to benefits card **14 days after self-attestation is completed** or **30 days after** the claim is processed.

<sup>2</sup> Complete with one of our care partners. Reward dollars will be added to benefits card 30 days after the claim is processed.

<sup>3</sup> Complete online self-attestation at **azbluebenefits.com** or call Member Outreach.

**Q: What is self-attestation?**

A: Self-attestation means we will accept your personal verification. Some eligible health activities allow for members to attest, or confirm, that they have completed the activity. Members may complete self-attestation online at [azbluebenefits.com](http://azbluebenefits.com) or by calling Member Outreach.

**Q: Why are only some of the health activities eligible for self-attestation and others are not?**

A: The health activities eligible for self-attestation have been predetermined by BCBSAZ in accordance with the Centers for Medicare & Medicaid Services (CMS) guidelines and allowances.

**Q: When do my reward dollars expire?**

A: Reward dollars earned for completing 2024 eligible exams and screenings expire 12/31/25.

**Q: Where can I find a list of eligible OTC items for purchase?**

A: Visit [azbluebenefits.com](http://azbluebenefits.com) to view eligible items for purchase, download a catalog or request a mailed catalog by calling Member Outreach.

**Q: How can I check how much I have available to spend?**

A: You have three ways to check your OTC and rewards balances:

- Call 800-875-0183 to hear your current benefit balance.
- Visit [azbluebenefits.com](http://azbluebenefits.com)
- Call Member Outreach, 602-313-7135 (TTY:711), Monday – Friday, 8:00 am – 4:30 pm.

**Q: What happens if I go over the amount I have left to spend on my card?**

A: If your purchase amount is more than the amount you have left to spend on your benefits card, you will need to pay the difference using another form of payment. Swipe your benefits card first and then use another form of payment for the remaining balance.

**Q: Should the card be run as credit or debit?**

A: Run your card as credit. No PIN number is required.

**Q: What happens if my card gets lost or stolen?**

A: If your card gets lost or stolen, promptly call Member Outreach at 602-313-7135 (TTY:711). You will receive a new benefits card within 10 business days from the time your request is received.

The relationship between AZ Blue and PayForward is that of independent contractors. PayForward is an independent and separate company contracted with AZ Blue to provide OTC services to AZ Blue members.

The BlueCross BlueShield OTC/Rewards Benefits Card Mastercard® Prepaid Card is issued by Stride Bank, N.A., Member FDIC, pursuant to license by Mastercard International. Stride Bank is an independent company offering debit card services and is solely responsible for its products.

BCBSAZ offers BlueJourney<sup>SM</sup> PPO Medicare Advantage plans. BCBSAZ Advantage, a separate but wholly owned subsidiary of BCBSAZ, offers Blue Best Life Classic and Plus HMO plans.

Blue Cross®, Blue Shield®, and the Cross and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.