

# Shop Amazon with Your Vibrant Health Card



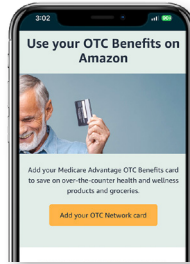
Follow these steps to buy eligible over-the-counter (OTC) products on Amazon:

## 1. Set up your account

Sign in or create an Amazon account, then visit [amazon.com/OTCnetwork](https://amazon.com/OTCnetwork).

Select *Add an OTC benefit card*, enter your card details, and add a backup payment method (credit/debit).

*Amazon uses your backup card for non-eligible items, shipping fees or when your Vibrant Health Card balance reaches \$0.*

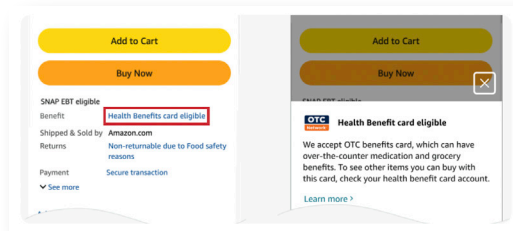
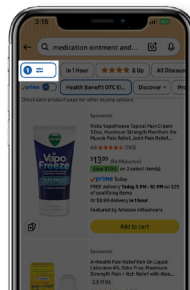
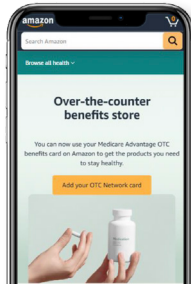


## 2. Find eligible items

Browse the OTC Storefront: [amazon.com/OTCbenefitstore](https://amazon.com/OTCbenefitstore).

Use the *OTC benefits card eligible* search filter on the left.

Look for the *health benefits card eligible badge* under "Buy Now".



## 3. Checkout

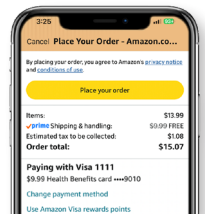
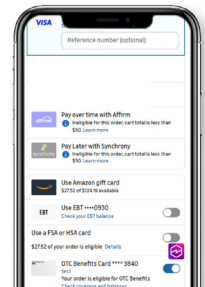
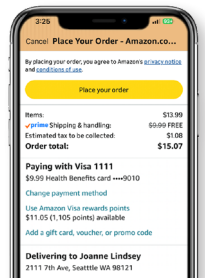
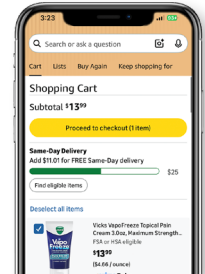
Select your item(s) and click *Proceed to checkout*.

Choose *Change payment method*.

Select your Vibrant Health Card and backup payment option.

Then click *Place your order*.

**Note:** For "Subscribe & Save," only the first delivery uses OTC funds. Future deliveries use your personal card.



## Need Help?

Visit [amazon.com/help](https://amazon.com/help) for 24/7 phone support or live chat.

# Frequently Asked Questions



## **Q. Can I pay for shipping using my Vibrant Health Card?**

A. No. However, Amazon offers free shipping on some orders over \$35 and for Prime members on items that come with Prime shipping.

## **Q. Can I return items for a refund?**

- A. Yes.
1. Go to Your orders.
  2. Select Return or replace items next to the product.
  3. Follow the steps to print a return label and send back your item.
  4. Refunds go back to your Vibrant Health Card.

## **Q. Does my Vibrant Health Card cover sales tax?**

A. Yes.

## **Q. Can I check my card balance?**

- A. Yes. At checkout, click *Check coverage and balances* to see:
- Your Vibrant Health Card balance
  - How much applies to your order
  - Remaining balance after purchase

## **Q. What if my balance doesn't cover the full cost?**

A. Amazon will apply your Vibrant Health Card balance first, then automatically charges your backup payment for the rest.

## **Q. Can I purchase eligible items and ineligible items at the same time?**

A. Yes, eligible items will be purchased using your Vibrant Health Card and ineligible items will be purchased using your backup payment option.

## **Q. Can I use my Vibrant Health Card to purchase food through Amazon Fresh?**

A. Your Vibrant Health Card only covers eligible OTC products.

## **Q. What kind of OTC items can I buy on Amazon?**

A. You can buy things like pain medicine, cold and cough products, allergy medicine, vitamins, first-aid items, and more.

IEHP DualChoice (HMO D-SNP) is an HMO plan with a Medicare contract. Enrollment in IEHP DualChoice (HMO D-SNP) depends on contract renewal.