

How many credits will I receive?

| Quarter | Number of Orders per Quarter | Credit Amount | Credits Expire |
|--------------------------------|------------------------------|---------------|----------------|
| Quarter 1 (January – March) | 1 | \$80 | 03/31/2019 |
| Quarter 2 (April – June) | 1 | \$80 | 06/30/2019 |
| Quarter 3 (July – September) | 1 | \$80 | 09/30/2019 |
| Quarter 4 (October – December) | 1 | \$80 | 12/31/2019 |

Ordering is easy:



Online

Go to www.OTC-Essentials.com








Mail

Fill out the Order Form and mail to FirstLine Medical at P.O. Box 268630, Weston, FL 33326-9866. Mail orders must be postmarked by March 31, June 30, September 30 and December 31 of each year.

Return Policy:

Due to the personal nature of the products, no returns or exchanges are allowed. If you receive a damaged item, please email FirstLine Medical at FirstLine_Medical@uhc.com within 30 days of your purchase.

Please note:

-  You cannot apply future credits to your order.
-  If you want to place an order for more than your available credits, please enclose a personal check or money order made out to FirstLine Medical for the extra amount.
-  Once the order is received, please allow up to 10 business days for items to arrive.
-  Credits are redeemed based on the quarter the order is received.
-  Items may only be used by plan members.

If your item is not in stock, an item of similar or greater value may be substituted in your order.

FirstLine Medical is the supplier of all products within this mailing. UnitedHealthcare Insurance Company manages FirstLine Medical through its affiliate OptumRx.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.