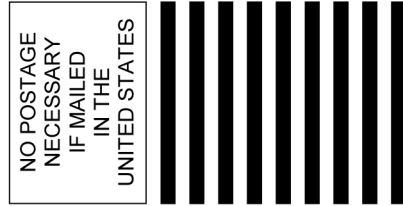


Important Things to Remember

- Please allow 7 - 10 days for delivery of in-stock items. You will be notified if an item is out of stock and may take longer for delivery. If mailing your order, please allow 1 week for mail delivery to Fieldtex. Mail orders will be processed the month in which they are received, unless otherwise specified
- If you receive a damaged item, call Fieldtex Products immediately at **1-800-353-7763 (TTY Hearing Impaired: 711)** **Monday - Friday 8:00 am to 5:00 pm.** The item will be exchanged for an identical item at no cost to you. Please note that only damaged products can be exchanged within 30 days of purchase, no other returns are allowed.
- Products in the catalog should only be ordered for the enrolled member.
- For any other questions, please contact Gateway Health member services at
PA: 1-800-685-5209
OH: 1-888-447-4505
NC: 1-855-847-6430
KY: 1-855-847-6380
8:00 am to 8:00 pm, 7 days a week from October 1 through February 14. From February 15 through September 30 our business hours are 8:00 am - 8:00 pm, Monday through Friday. TTY users should call 711.



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 285 ROCHESTER NY
POSTAGE WILL BE PAID BY ADDRESSEE

FIELDTEX PRODUCTS INC
GATEWAY HEALTH PLAN ORDER DEPT
2921 BRIGHTON-HENRIETTA TL RD
ROCHESTER NY 14623



Ordering is Easy!

Simply choose one of the options below:
Mail order form, call Toll Free
or go online

1. Be sure to have your Gateway Health Member ID number (found on the front of your ID card). You will need to provide your Gateway Health Member ID number and your birthdate to access your account.
2. Choose the items you would like and write the number on your order form, or have them available when you call or go online.
3. Total all the items, be sure to stay within your available quarterly allowance, and category unit limit.

Call us toll-free at
1-855-350-0074 (TTY 711)
Monday-Saturday 8:00 am to 5:00 pm
Sunday from 10:00 am to 5:00 pm
or visit us online at
www.Fieldtex-Gateway.com

2020

Personal Health Care Products
at NO COST to you!

Gateway HealthSM OTC Benefit 2020 Order Form

www.Fieldtex-Gateway.com