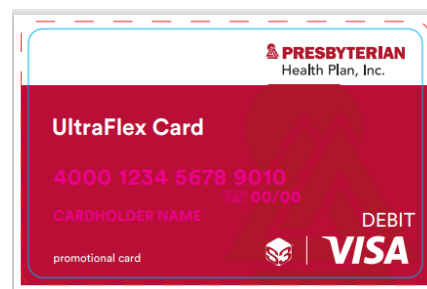


Using Your Presbyterian UltraFlex flex card

Your Presbyterian UltraFlex (HMO-POS) plan gives you a \$215 per quarter allowance to spend on approved out-of-pocket expenses for dental, vision, hearing and over-the-counter (OTC) products. Buy products like toothpaste, vitamins, pain relief and more. Shop online, through the catalog, or at participating retailers. It's all included in your health plan at no cost to you.



Below are some helpful tips for using your card.

How does the card work?

- Activate your flex card before you start shopping. Use it to buy approved out-of-pocket expenses for dental, vision, hearing and OTC products. You will receive your flex card in the mail before your plan is effective. If you haven't, please call <1-866-757-2044>.
- Funds are added to your account every three months on the first day of each quarter.
- Benefit allowances can accumulate quarter-to-quarter but expire at the end of the calendar year and cannot be rolled over to the next year.

What is Covered?

Dental Care

- Can be used for preventive services like a cleaning or an X-ray and comprehensive services like oral surgery or a root canal.
- Cannot be used for procedures such as cosmetic dentistry and teeth whitening.
- Can be used in combination with your in-network dental benefits or with out-of-network dental providers.

Eyewear

- Can be used for prescription eyeglasses (frames and lenses), lenses only, frames only, or an upgrade to existing glasses.
- Can be used for prescription contact lenses and contact lens fittings.
- Cannot be used for non-prescription eyewear like sunglasses or colored contact lenses.
- Eyewear must be purchased from a licensed optometrist's or ophthalmologist's office, or a store that focuses on eye care—like those that provide exams, write prescriptions for and sell eyeglasses.

Hearing Aids

- Can be used for hearing aids that go inside or outside of the ear like devices such as Behind-The-Ear (BTE), Receiver-In-Canal (RIC) and many more.

- You have access to hearing aids offered at a discount through TruHearing (1-866-202-0110) and can use the flex card for hearing aid copays.
- Can be used for over-the-counter (OTC) hearing aids. TruHearing also offers OTC hearing aids.

Over-The-Counter Items

- | | |
|--------------------------|-------------------------------------|
| • Toothpaste | • Diabetes care |
| • Pain relief | • Digestive health |
| • Vitamins | • Eye and ear care |
| • Cough drops | • First aid |
| • Allergy and sinus | • Foot care |
| • Cold and flu | • Home health care and daily living |
| • Dental and oral health | • Incontinence products |

The card will decline purchases that are not approved OTC products.

How do I shop for OTC products?

- **Online**

Find all catalog items, plus hundreds more, when you shop online. Place your order anytime, from anywhere.

Web: Visit <mypres.phs.org>.

App: Download the Healthy Benefits Plus app on your phone or tablet.

- **Catalog**

You should have received a catalog with available OTC products in the mail. Call <1-866-757-2044 (TTY 711)> to place an order by phone or fill out the order form included with the catalog and mail it in.

- **In store**

Use your flex card when you shop thousands of participating retail stores including Walgreens, CVS, Walmart and more. Learn more about using your flex card or find participating stores near you when you visit <mypres.phs.org>. Note: not all retailers can accept your flex card including but not limited to Costco and Amazon.

How do I manage my account?

- You have access to a full-featured web site where you can access account balances, find in-network retail stores near you, and get information on specific benefits. Visit <<http://mypres.phs.org>> to access the flex card web site.
- You can also download a mobile app that will have the same functionality as the web site. Use the app to easily scan products to see if they are eligible for purchase and to pull up your flex card for fast check-out at the cash register. Check account balances, order OTC products online and more! Search for “**Healthy Benefits Plus**” on the App Store or Google Play Store.
- In addition, plan members can call customer service at <1-866-757-2044> for questions, balances and additional details about their card.

What do I do if my card is not working?

- If your card does not scan or swipe at checkout, it can be manually keyed in at the register.
- For fastest in-store checkout, have the cashier scan the barcode on the back of your card. If your card isn't working, make sure it is active and that you have benefits available by checking the website or with the mobile app. If you requested a replacement card, you must use the new card sent to you in the mail. Your old card is deactivated once you activate the replacement. If you are still having trouble, please call <1-866-757-2044>.

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. If you need language assistance, services are available at no cost. Call (505) 923-5420, 1-855-592-7737 (TTY: 711). ATENCIÓN: Si usted prefiere hablar en español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711). Díí baa akó nínízin: Díí saad bee yáníłt'go Diné Bizaad, saad bee áká'ánída'áwo'dee', t'áá jiik'eh, éí ná hólo, koji' hódííłnih (505) 923-5420, 1-855-592-7737 (TTY: 711). For more information, visit <https://www.phs.org/pages/nondiscrimination.aspx>.