



Over-the-Counter Medication Benefits

New Hanover Health Advantage has partnered with NationsOTC® to offer members a benefit allowance to spend on a variety of brand-name and generic health and wellness products, as well as healthy foods.

Over-the-Counter Item Coverage		
Plan	Benefit Allowance	Frequency
New Hanover Health Advantage Select (HMO-POS) (MAPD)	\$60	Quarterly
New Hanover Health Advantage Platinum (HMO-POS) (MAPD)	\$90	Quarterly
New Hanover Health Advantage Freedom (HMO-POS) (MA Only)	\$90	Quarterly

Convenient Shopping Options

- Use your pre-paid card at participating retail pharmacies and grocery stores as applicable.
- Online at NationsOTC.com/NewHanoverHealthAdvantage
- By phone at 877-212-1469
- By mail by completing a paper order form

Members also have access to a personalized OTC Member Portal, where you can easily:

- Search by category, price and more
- See product descriptions, images, and related condition information
- View available benefit allowance
- Order health and wellness products
- Track order status in real time

Need help?

Reach out to FirstCarolinaCare Insurance Company Member Services at 1-855-291-9336 TTY: 711.