

network health 2024

Pick Your Perks



Using Your **Pick Your Perks** Benefit

CONTENTS

- 2** What is Pick Your Perks?
- 2** What Does Pick Your Perks Cover?
- 3** Pick Your Perks Benefits
- 4** List of Approved Over-the-Counter Items
- 8** How Do I Submit for Reimbursement?
- 11** What is an Itemized Receipt?
- 11** How Can I Receive Reimbursement?
- 11** How Can I Check the Status of My Submission?

What is Pick Your Perks?

The Pick Your Perks reimbursement program allows you to choose the supplemental benefits that are most important to you. Simply pay for your eligible services and submit the required documentation to receive reimbursement.










You have access to your full Pick Your Perks benefit amount beginning the day your Network Health plan coverage starts. You can use the program for one, or many, of the eligible supplemental benefits. No prior authorization is required and you don't need to notify the plan before you receive services. With Pick Your Perks, you have the freedom to choose the benefits you value most.

What Does Pick Your Perks Cover?

Pick Your Perks can be used to cover your eligible supplemental benefit expenses that are received within the United States. You cannot use Pick Your Perks to reimburse expenses for any other person, such as a spouse or family member. The table on the next page details which expenses are eligible for Pick Your Perks reimbursement and the documentation needed for each.

Pick Your Perks Benefits

Required Documentation

Dental+		
	<ul style="list-style-type: none"> Reimbursement for dental services not covered by Medicare, such as cleanings, fillings, X-rays, dentures, dental implants, root canals and crowns Excludes cosmetic dentistry, orthodontia and dental insurance premiums 	Itemized receipt
Vision hardware+		
	<ul style="list-style-type: none"> Includes prescription eyeglasses, prescription sunglasses and contact lenses Excludes cosmetic items, warranties and LASIK 	Itemized receipt
Non-emergency transportation		
	<ul style="list-style-type: none"> This benefit can be used to travel to medical appointments and pharmacies Must use Aryv for this benefit To arrange a ride, call Aryv at 855-923-1113 (TTY 711) or visit aryv.com/network-health 	Documentation provided directly to Network Health by Aryv
Home-delivered meals		
	<ul style="list-style-type: none"> Meals can be delivered after an inpatient hospital, hospital observation, skilled nursing facility stay or for an approved chronic condition Qualifying conditions include cancer, diabetes, heart disease, high blood pressure, lung disease and COPD and osteoporosis Must use Mom's Meals for this benefit To order from Mom's Meals, call 877-347-3438 or visit momsmeals.com/networkhealth and use code NETWORKHEALTH 	Itemized receipt from Mom's Meals and proof of qualifying stay OR doctor's note attesting to qualifying condition
Acupuncture+		
	<ul style="list-style-type: none"> Must be provided by a licensed/certified professional 	Itemized receipt
Massage+		
	<ul style="list-style-type: none"> Must be prescribed by a medical provider and provided by a licensed/certified professional 	Itemized receipt and prescription
Over-the-counter (OTC) items (prescriptions not included)		
	<ul style="list-style-type: none"> Items must be on the approved list starting on page 4 Items marked as "dual-purpose" should be discussed with your personal doctor to determine if they are appropriate for you before purchasing 	Itemized receipt
Nutritional/dietary counseling+		
	<ul style="list-style-type: none"> Counseling for weight loss, healthier living and new disease diagnosis that requires a special diet Must be provided by a licensed/certified professional Meal plans, lab work and allergy tests are excluded 	Itemized receipt
Four personal training visits, up to \$225+		
	<ul style="list-style-type: none"> Up to four visits with a licensed/certified personal trainer Maximum total reimbursement of \$225 	Itemized receipt

+There is no provider network for this reimbursement benefit. You can see any licensed provider/certified professional.

List of Approved Over-the-Counter Items

The items on this list can be purchased at any local retailer or online website.

Allergy relief	Bathroom safety and fall prevention
Allergy nasal spray	Adjustable transfer bench
Allergy tablets	Bath bench (with or without back)
Antihistamine tablets	Bathtub safety rail
Nasal decongestant spray	Bed rail
Nasal saline spray	Bedside commode
Antacids and acid reducers	Cane
Alka-Seltzer®	Commode liner
Antacid tablets / chewables	Detachable shower head
Anti-gas liquid	Grab bar
Esomeprazole magnesium	Night light
Famotidine	Non-skid bath or shower mat
Omeprazole	Raised toilet seat
Simethicone	Toilet safety rails
Anti yeast treatments	Cold and flu
Antifungal creams	Cold and flu relief
Anti-diarrheal, laxatives, digestive health	Cough and cold relief
Anti-diarrheal tablets	Cough drops
Bismuth subsalicylate (Pepto- Bismol®)	Cough expectorant
Enema	Cough suppressant
Fiber tablets*	Mucus relief
Fiber therapy (Methylcellulose)	Nasal decongestant
Food thickener	Nasal saline rinse kits
Gas relief	Personal steam inhaler
Glycerin suppository laxative	Sore throat lozenges
Lactase capsules	Sore throat spray
Laxative tablets	VapoRub®
Magnesium hydroxide (milk of magnesia)	Cold sore and medicated lip products
Meal replacement shakes (Ensure®)	Cold sore lip balm
Natural vegetable laxative	Cold sore treatment (Abreva®, Releev®, etc.)
Powder laxative	Medicated lip ointment
Probiotics	Dental and denture care
Stool softener	Dental floss
Anti-fungal	Denture cleaning tablets
Anti-fungal cream	Denture adhesive
Athlete's foot cream or spray	Dry mouth oral rinse

*This is a dual-purpose item, discuss with your personal doctor to determine if it is appropriate for you before purchasing.

Dry mouth spray
Fingertip tooth and gum massager
Interdental flossups
Medicated sore mouth swabs
Oral pain relief
Replacement toothbrush heads
Tongue cleaner
Toothbrush
Toothpaste
Water jet and replacement tips
Diabetes care
Diabetic skin relief foot cream
Diabetic socks
Glucose tablets
Diagnostics
Bathroom scale*
Blood pressure monitor*
Finger pulse Oximeter*
Heart rate monitor*
Home access cholesterol kit*
Peak flow meter*
Thermometer
Thermometer probe covers
Eye and ear care
Artificial tears drops
Artificial tears ointments
Contact lens solution
Cotton tipped swabs
Ear pain relief ear drops
Ear wax removal drops
Ear wax removal system with rubber bulb
Eye patches
Irritation relief eye drops
Redness relief eye drops
Stye eye compress
Stye eye ointment
Swim-ear ear drops

First aid
Adhesive bandages
After Bite® relief
Alcohol pads
Anti-itch lotion, cream or bath treatment
Antiseptic skin cleanser
Antiseptic towelettes
Bacitracin ointment
Bactine® solution
Cotton balls
Cotton tipped applicator
Elastic bandage
First aid kit
Gauze
Hot/cold pack
Hydrocortisone cream
Hydrogen peroxide
Insect repellent spray
Iodine solution antiseptic
Isopropyl alcohol
Liquid bandage
Nitrile exam gloves
Paper surgical tape
Procedural face masks with earloops
Sterile bandages
Triple antibiotic ointment
Vinyl gloves
Foot care
Bunion guard
Callus remover pads
Corn remover pads
Medicated foot powder
Shoe insoles
Toe protector
Toe separator
Hemorrhoidal preparations
Hemorrhoid itch / pain relief cream
Hemorrhoid itch / pain relief wipes

*This is a dual-purpose item, discuss with your personal doctor to determine if it is appropriate for you before purchasing.

Hemorrhoidal ointment
Hemorrhoidal suppository
Medicated cooling pads
Pre-moist hemorrhoid pads
Home aids
Cool-mist humidifier
C-PAP supplies (excludes masks, humidifiers and C-PAP devices)
Elastic mattress cover
Foam ring cushion
Hypoallergenic pillow
Inflatable shampoo basins
Kitchen scale*
Lumbar cushion
Pill case
Pill crusher
Pill cutter
Reach extender
Seat cushion (gel or foam)
Sharps container
Weighted blanket
Incontinence supplies
A + D ointment
Adult briefs
Barrier cream
Bladder control pads
Disposable underwear
No-rinse body wash
Perineal wash
Skin protectant ointment
Washcloth with lanolin
Wipes
Lice treatments
Lice elimination kit
Lice treatment rinse
Lice treatment shampoo
Motion sickness
Motion sickness caplets
Motion sickness tablets

Pain relief
Cold/hot menthol medicated patch
Epsom salt
Heat wraps
Heating pad
Ice bag
Lidocaine patch
Menthol gel
Migraine pain relief patch
Pain relief cream
Pain relief mask
Pain relief patch
Pain relief spray
Pain relieving muscle rub
Warm or cold water bottle
Pain relievers and fever reducers
Acetaminophen
Arthritis pain relievers
Aspirin
Ibuprofen
Naproxen
Pain relief cream (Capsaicin)
Skin and sun care
Acne gel
Ammonium lactate moisturizing lotion
Calamine skin protectant lotion
Hand sanitizer
Healing ointment or jelly
Moisturizing body lotion with aloe
Scar gel
Sunscreen
Sleep aids
Nasal strips
Sleep tablets (non-prescription)
Smoking cessation
Nicotine gum*
Nicotine lozenges*
Nicotine patch*

*This is a dual-purpose item, discuss with your personal doctor to determine if it is appropriate for you before purchasing.

Supports and braces
Ankle support
Arm sling
Arthritis gloves
Arthritis knee sleeve
Back support
Carpal tunnel brace
Compression socks*
Elbow support
Gait belt
Heel and elbow protector
Hip protector
Knee stabilizer
Knee support
Neck brace
Night wrist support
Protective arm sleeve
Rib belt
Thumb brace
Wrist splint
Wrist support or compression
Vitamins, minerals and supplements **
Beta carotene*
Biotin gummy*
Bone support with magnesium*
Calcium + Vitamin D3*
Calcium*
Caltrate® multivitamins
Calunus oil*
Centrum Silver® multivitamins
Cod liver oil*
Coenzyme Q-10*
DHEA hormonal supplement*
Elderberry*
Fish oil*
Flaxseed*

Folic acid*
Garlic supplement*
Glucosamine / chondroitin*
Herbal cranberry supplement
Immune support chewables*
Iron supplement*
Leg cramps pain relief*
Magnesium*
Melatonin*
Niacin*
Omega + DHA*
One a day® Men's multivitamins
One a day® Women's multivitamins
Potassium gluconate*
Prostate support tablets*
Rena-Vite*
Vitafusion™ multivitamins
Vitamin A*
Vitamin B-1*
Vitamin B-12*
Vitamin B-6*
Vitamin B-complex*
Vitamin C*
Vitamin D3*
Vitamin E*
Vitamin K*
Vitamin K-2*
Zinc chelated*
Wart remover
Liquid wart remover
Wart removal patch
Wart removal system

*This is a dual-purpose item, discuss with your personal doctor to determine if it is appropriate for you before purchasing.

**Multivitamins must contain the word "multivitamin" in the product name to be approved. Vitamins, minerals and supplements, such as herbal supplements, not specifically named on this list, must only include ingredients on this list to be approved. If they contain ingredients not on this list, the claim will not be approved.

How Do I Submit for Reimbursement?

Your claim must be received within 120 days of date of service or item's purchase.

After you are billed for services or pay for eligible items, you first submit the reimbursement claim form to Employee Benefits Corporation for processing. Claims can be submitted electronically online or through the mail with a paper form. When submitting your claim, you can choose between direct deposit and check payment.

If you submit for reimbursement online and request a direct deposit payment, you could receive your payment up to **three times faster** than mailing your claim and requesting a check payment.

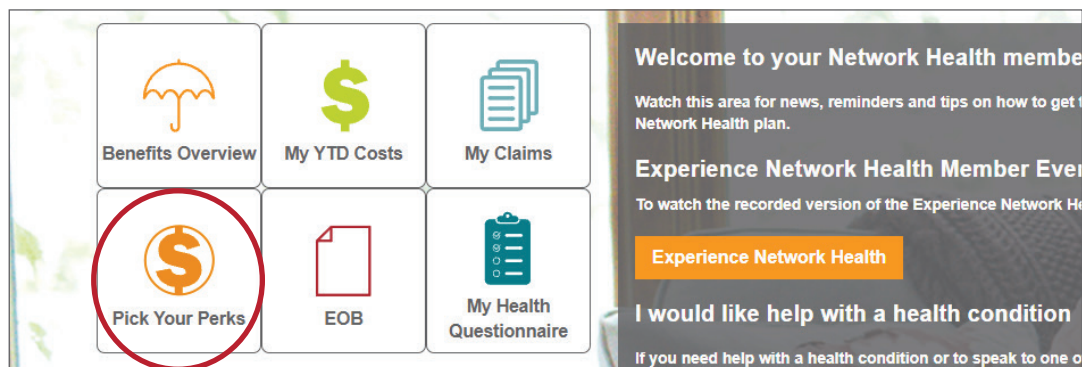
* Mail and Check Payment – paper checks can take up to three weeks to arrive to your home

* Online and Direct Deposit Payment – direct deposit into your account within five business days

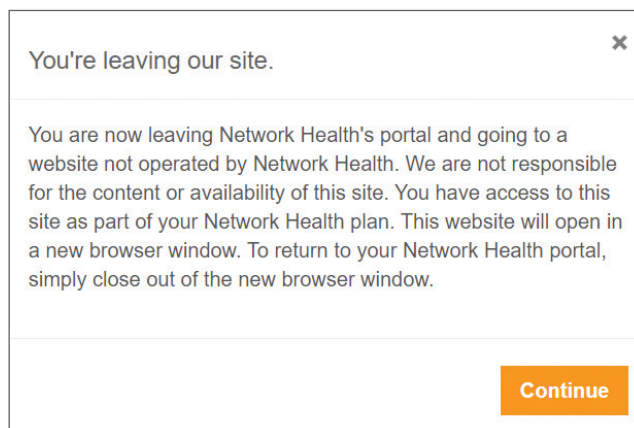
Mail – For this option, use the reimbursement form. For copies, sign in to your member portal at **login.networkhealth.com**. The form is available under **My Materials**. You can also visit **networkhealth.com/medicare/extra-benefits** or contact the Network Health Member Experience Team at 800-378-5234 (TTY 800-947-3529), Monday-Friday from 8 a.m. to 8 p.m. to have a copy of the form mailed to you. Mail the completed form to Employee Benefits Corporation along with a copy of the required documentation and provide your bank account information (one time only) for direct deposit into your account within five business days of receipt. You can also choose to request a paper check.

Online – To submit your reimbursement online, simply follow **these steps** which include uploading the required documentation and entering information for direct deposit.

1. Click the **Pick Your Perks** quick access button.



2. A message will appear notifying you that you are now leaving the Network Health website.



Click **Continue** and you will be redirected to the Employee Benefits Corporation dashboard.

3. From your dashboard, click on the green Menu button and select **My Account**, to submit a claim, check the status of your reimbursement, view past transactions and enter direct deposit details.

Direct Deposit – Select **Manage Direct Deposit** and follow the steps. This is a one-time process and should be completed before submitting your claim.



Claims – Select **Submit a Claim** from this menu and follow the next steps.

4. You will be redirected to the claim form. Complete this form and click **NEXT**. Only enter the amount paid for eligible items, within your Pick Your Perks balance, as your Claim Amount. If you enter amounts for ineligible items or exceed your total balance, you will receive a denial notice for the remaining amount not covered.

5. Choose **Attach Claim Receipt** to upload an image of the required documentation. See page 11 for detailed information on the documentation that is required to process your reimbursement.


CLAIM DETAILS DOCUMENTATION CONFIRM SUBMISSION

Please Choose a Validation Method to Continue

Attach Claim Receipt
Take a photo of your receipt or attach an existing document now.

Validate Later
Submit the claim without a receipt now, knowing a receipt may be required for claim approval

CANCEL

 CORNER STORE 123 MAIN ST ANY TOWN, WI 54000 920-555-1212		
8/2/2023 1:23 PM		
STORE ACETAMINOPHEN 200MG TABS 100		
FSA 333333012 OTC	A	21.99
STORE PAIN/FVR DSLV TABLT B/GM 24S		
561245455 OTC	A	9.98
LEMONHEADS THEATER BOX 50Z		
0414556544	T	1.67
2% MILK GALLON		
8002983489	F	3.99
APPLES 10 LB		
878337847	F	5.99
SUBTOTAL		43.62
SALES TAX		1.70
TOTAL		45.32
VISA ACCT 9999		45.32
AUTH CODE		2585
CHANGE		0.00

6. Review the claim details and click the box that certifies your statements are complete and true. Click **Submit**.

CLAIM DETAILS DOCUMENTATION CONFIRM SUBMISSION

Claim Details

Amount: **\$31.97**

Claimant: Jane Smith

Service Type: Over-the-counter (OTC) items

Service Start Date: Oct 13, 2023

Service End Date: Oct 13, 2023

Comments:

Provider: Corner Store

☒ I certify that my statements on this form are complete and true. I understand that it is my responsibility to submit only eligible expenses defined by my plan and I am claiming reimbursement only for eligible expenses incurred during the applicable plan year.

If Employee Benefits Corporation requires additional information to process the claim, they will reach out to you by email or mail to get the necessary information prior to processing the reimbursement.

What is an Itemized Receipt?

For services, your itemized receipt must show the following **for each service**.

- ✓ Specific dollar amounts per service
- ✓ Description of service received
- ✓ Date of service*
- ✓ Provider name

For over-the-counter purchases, your itemized receipt must show the following **for each item**.


- ✓ Specific dollar amount per
- ✓ Date of purchase*
- ✓ Description of item

▶ The receipt must show the **actual date the service or purchase when it occurred**, not only the date you were billed for services.

▶ These items **are** eligible for reimbursement. The receipt shows all of the required information needed to process the reimbursement. The total amount that will be reimbursed to this member for these items is \$31.97.

▶ These items **are not** eligible for reimbursement through the Pick Your Perks benefit. This member will not receive a reimbursement for these items.

* The required documentation and claim for reimbursement must be **received** within 120 days of date of service or item's purchase to be accepted.

		
CORNER STORE 123 MAIN ST ANY TOWN, WI 54000 920-555-1212		
▶ 8/2/2023 1:23 PM		
▶ STORE ACETAMINOPHEN 200MG TABS 100		
FSA 333333012 OTC	A	21.99
▶ STORE PAIN/FVR DSLV TABLT B/GM 24S		
561245455 OTC	A	9.98
▶ LEMONHEADS THEATER BOX 5OZ		
0414556544	T	1.67
▶ 2% MILK GALLON		
8002983489	F	3.99
▶ APPLES 10 LB		
878337847	F	5.99
SUBTOTAL		43.62
SALES TAX		1.70
TOTAL		45.32
VISA ACCT 9999		45.32
AUTH CODE		2585
CHANGE		0.00

How Can I Receive Reimbursement?



Direct Deposit – Employee Benefits Corporation will review the submitted information and reimburse you directly to your bank account for qualified purchases, within five business days of receipt. This process is faster and more convenient than sending in your reimbursement documentation through the mail.



Mail – Employee Benefits Corporation will review the claim and mail a check to your home. Please allow up to three weeks to receive your reimbursement. The check can only be mailed to the address you have on file with Network Health. To update your address, call the Network Health Member Experience team at 800-378-5234 (TTY 800-947-3529), Monday–Friday from 8 a.m. to 8 p.m.

Your claim must be **received** for reimbursement within **120 days of the date of service or item's purchase**. If you end your membership with Network Health, you still must submit your request for reimbursement within 120 days of date of service or item's purchase.

How Can I Check the Status of My Submission?

Log in to your member portal at **login.networkhealth.com** and click the **Pick Your Perks** button to check your balance or track your reimbursement requests. Your member portal is the quickest, most convenient way to use the Pick Your Perks benefit.

If you have questions about the claim submission process, please contact Employee Benefits Corporation at **888-831-4753** (TTY 711), Monday–Friday from 8 a.m. to 8 p.m.