

OTC and HFC Benefits

In this video, we'll walk you through how to use your Healthy Extras card. This card includes both your Over-the-Counter and Healthy Food benefits, if you have a qualifying condition. Starting January 1, 2026, these benefits will be combined on one pre-paid Healthy Extras card that you can use at participating retailers in person or online.

If you're enrolled for coverage starting January 1, you'll receive your card in the mail in January. If your coverage starts February 1, March 1, or after your card will be mailed to you on a rolling basis around your enrollment date. If you do not have your card on the first of the month, do not worry. You could receive your card anytime up to the middle of the month in which your plan begins. Please note, when you do receive your card, it may take 1 to 2 days for the benefits to load onto your card. If you believe you should have received a card but have not received one, please contact InComm, and give them a call at 833-524-7035 for GA, MD, DC or VA, 7 days a week from 8 a.m. to 8 p.m. ET.

You can manage your OTC + HFC benefit through My Benefits Center at mybenefitscenter.com, where you can activate your card, check your balance, view your transaction history, find participating retailers, and see which products are covered. Additionally, you can download the OTC Network mobile app to manage your healthy extras card online and in-store. You can use the app to view your card balance, find participating retailers, view transaction history, and even scan items for eligibility in-store.

In order to start using your healthy extras card, you must first activate your new card. Your card will arrive in a white envelope with a blue Kaiser Permanente return address. An activation sticker on the front of the card provides instructions. There are two ways to activate your card. Members can call the phone number listed on the front or back of their card. The automated system will prompt you to enter your 19-digit card number, followed by your birth date. Say or enter your birthday as eight numbers, two digits for the month, two for the day, and four for the year. For example, January 5, 1950, would be entered as 0-1-0-5-1-9-5-0. Once complete, the system will confirm that your card is active. You may stay on the line to hear your wallet balances, review recent transactions, or speak with a customer service agent.

To activate your card online, Go to mybenefitscenter.com. When you visit the site for the first time, enter your 19-digit card number and your activation code. Your activation code is your date of birth entered as eight numbers, two digits for the month, two for the day, and four for the year (MMDDYYYY format). After you log in, your card will activate automatically. For future logins, you may be asked to confirm an additional piece of information, such as your ZIP code or your birthdate. Once you're logged in, you'll land on the My Benefits page, where you can see your Over-the-Counter and Healthy Food benefits and your current balances.

When you log in to My Benefits Center, your balance will appear right away. You'll be able to see your Over-the-Counter and Healthy Food benefits and your current remaining amount. If you have questions about the benefits you see or your specific plan and the associated benefits, you can call Kaiser Permanente Member Services at 800-232-4404.

To see your previous purchases, go to the Transactions tab. You'll find a detailed list of your spending there. Be sure to switch between your Over-the-Counter and Healthy Food sections to view the transactions for each benefit. You'll use this same switch in every tab, Products, Locations, Transactions, and My Benefits, to move between your two benefit types.

For a list of eligible products, see the "Products" tab. You can toggle at the top right to see eligible OTC products or to see eligible healthy food products.

When you're ready to start shopping, there are three ways you can use your card. You can use your healthy extras card to make purchases in person at any qualifying retailer. To find qualifying retailers, use the "Location" tab on My Benefits Center. Enter the zip code of the area you will be shopping in to find participating in-person retailers listed here. You can also use your healthy extras card to purchase eligible products online through CVS Health. To proceed with shopping online, click on the CVS Health link, which will take you straight to the eligible products page. You can also see your benefit balance on this page. Those with the healthy food benefit may also purchase fresh foods through Walmart.com and you will see this option if it's available to you.

You can also request a physical catalog to see the items eligible for purchase on health. To do so, call the phone number on the back of your card to order a CVS Health paper catalog to be sent to your home at no cost to you.

To find answers to frequently asked questions and additional video resources, click "support" at the bottom of the page on mybenefitscenter.com.

If you did not receive a card or for lost or stolen cards, please contact our partner InComm. InComm's customer service in GA, MD, DC or VA can be reached at : 833-524-7035 7 days a week from 8 a.m. to 8 p.m. ET.

For questions about your plan benefits or to file a complaint, call Kaiser Permanente Member Services Contact Center 1-800-232-4404 (7 days/week, 8 a.m.–8 p.m. EST)

To view and activate your benefits go to mybenefitscenter.com

If you have questions about the benefits you see or your specific plan and the associated benefits or to file a complaint, you can call Kaiser Permanente Member Services Contact Center at 800-232-4404 (7 days/week, 8 a.m.–8 p.m. EST)

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In GA, the healthy food benefit is part of a special supplemental program for the chronically ill. Not all members qualify. Members must have specific chronic conditions, like diabetes, chronic lung disorders, cardiovascular disorders, chronic heart failure, or cancer, to be eligible. There are other conditions that may qualify you for the benefit. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us.

MAS: The healthy food benefit is part of a special supplemental program for the chronically ill. Not all members qualify. Members must have specific chronic conditions, like diabetes, chronic kidney disease (CKD), cardiovascular disorders, chronic lung disorders, or chronic heart failure to be eligible. There are other conditions that may qualify you for the benefit. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us.

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