

# Pick Your Perks

## Frequently Asked Questions



### 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, submit them for reimbursement and you will get reimbursed for the eligible services.

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. You cannot use Pick Your Perks to reimburse expenses for any other person, such as a spouse or family member. The table below details which expenses are eligible for Pick Your Perks reimbursement.

Benefit	Required Documentation	Notes
Dental	Itemized receipt	Cosmetic dentistry, orthodontia and services covered by Medicare are excluded
Vision hardware	Itemized receipt	Cosmetic items, warranties and Lasik are excluded
Non-emergency transportation with Aryv	None	Must use plan-approved vendor, Aryv
Home-delivered meals with Mom's Meals	Itemized receipt -and- Proof of inpatient, outpatient or SNF stay (such as EOB or bill) -or- Doctor's note attesting to qualifying condition	Must use plan-approved vendor, Mom's Meals  Qualifying conditions include cancer, diabetes, heart disease, high blood pressure, lung disease and COPD and osteoporosis
Acupuncture	Itemized receipt	Must be provided by a licensed/certified professional
Massage	Receipt and prescription	Must be provided by a licensed/certified professional
Over-the-counter (OTC) items	Itemized receipt	Items must be on the plan's approved list (see the back of this flier for the list).
Nutritional/dietary counseling	Itemized receipt	Must be provided by a licensed/certified professional Meal plans, lab work and allergy tests are excluded

### How do I submit for reimbursement?

After you pay out-of-pocket for your services, you submit the reimbursement claim to Employee Benefits Corporation for processing. Claims can be submitted in one of two ways.

- 1. Online** – Log in to the Network Health member portal at [login.networkhealth.com](https://login.networkhealth.com) and continue to the Pick Your Perks reimbursement section. Provide some basic information, upload a photo or PDF of the required documentation and provide your bank account information (one time only). You also have the option to receive a paper check in the mail, if you prefer.
- 2. Mail** – Print a copy of the form from [networkhealth.com/medicare/additional-benefits](https://networkhealth.com/medicare/additional-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). If you prefer, you can request a paper check.

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.

## How can I receive reimbursement?

**Direct Deposit** - Employee Benefits Corporation will review the submitted information and reimburse your cost directly to your bank account within five business days.

**Mail** - Employee Benefits Corporation will review the claim and mail a check to your home. Please allow up to two 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. From October 1–March 31, we're here every day from 8 a.m. to 8 p.m.

You can submit reimbursement forms for 2021 Pick Your Perks claims until March 31, 2022. The date of service must be during the 2021 plan year. If you end your membership with Network Health, you must submit your request for reimbursement within 90 days of your last day of membership.

## What is an itemized receipt?

An itemized receipt should include the provider name, the date(s) of service, a description of the service you received and the expense amount. For over-the-counter purchases, your receipt must include a list of all items purchased and the date you purchased them.

## How can I check my balance or inquire about a reimbursement I submitted?

Log in to your member portal at [login.networkhealth.com](https://login.networkhealth.com) to check your balance or track your reimbursement requests. Your member portal is the quickest, most convenient way for you to use the Pick Your Perks benefit.

You may also call Employee Benefits Corporation at 888-831-4753 (TTY 711).

## List of Approved Over-the-Counter Items

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

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

\* Dual-purpose item which may require a prescription or note from your doctor

Medicated lip ointment
<b>Dental and denture care</b>
Dental floss
Denture cleaning tablets
Denture cream adhesive
Dry mouth oral rinse
Dry mouth spray
Fingertip tooth and gum massager
Interdental flossups
Medicated sore mouth swabs
Oral pain relief
Tongue cleaner
Toothbrush
Toothpaste
Water jet and replacement tips
<b>Diabetes care</b>
Diabetic skin relief foot cream
Diabetic socks
Glucose tablets
<b>Diagnostics</b>
Bathroom scale*
Blood pressure monitor*
Finger pulse oximeter*
Heart rate monitor*
Home access cholesterol kit*
Peak flow meter*
Thermometer
Thermometer probe covers
<b>Eye and ear care</b>
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
Irritation relief eye drops
Redness relief eye drops
Stye eye compress
Stye eye ointment
Swim-ear ear drops
<b>First aid</b>
Adhesive bandages
After Bite® relief
Alcohol pads

Anti-itch lotion or cream
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 repellant spray
Iodine solution antiseptic
Isopropyl alcohol
Liquid bandage
Nitrile exam gloves
Paper surgical tape
Procedural face masks with earloops
Sterile bandages
Triple antibiotic ointment
<b>Foot care</b>
Bunion guard
Callus remover pads
Corn Remover Pads
Medicated foot powder
Toe protector
Toe separator
<b>Hemorrhoidal preparations</b>
Hemorrhoid itch / pain relief cream
Hemorrhoid itch / pain relief wipes
Hemorrhoidal ointment
Hemorrhoidal suppository
Medicated cooling pads
Pre-moist hemorrhoid pads
<b>Home aids</b>
Cool-mist humidifier
C-PAP pillow (Fiber or memory foam)
Elastic mattress cover
Foam ring cushion
Hypoallergenic pillow
Inflatable shampoo basins
Kitchen scale*
Lumbar cushion

Pill case
Pill crusher
Pill cutter
Seat cushion (gel or foam)
Sharps container
Weighted blanket
<b>Incontinence supplies</b>
A + D ointment
Adult briefs
Barrier cream
Bladder control pads
Disposable underwear
Flushable wipes
No-rinse body wash
Perineal wash
Skin protectant ointment
Washcloth with lanolin
<b>Lice treatments</b>
Lice elimination kit
Lice treatment rinse
Lice treatment shampoo
<b>Motion sickness</b>
Motion sickness caplets
Motion sickness tablets
<b>Pain relief</b>
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
<b>Pain relievers and fever reducers</b>
Acetaminophen
Arthritis pain relievers
Aspirin
Ibuprofen
Naproxen
Pain relief cream (Capsaicin)

\* Dual-purpose item which may require a prescription or note from your doctor

<b>Skin and sun care</b>
Acne gel
Ammonium lactate moisturizing lotion
Calamine skin protectant lotion
Hand sanitizer
Moisturizing body lotion with aloe
Scar gel
Sunscreen
<b>Sleep aids</b>
Nasal strips
Sleep tablets (non-prescription)
<b>Smoking cessation</b>
Nicotine gum*
Nicotine lozenges*
Nicotine patch*
<b>Supports and braces</b>
Ankle support
Arthritis gloves
Arthritis knee sleeve
Back support
Carpal tunnel brace
Compression socks*
Elbow support
Heel and elbow protector
Hip protector
Knee stabilizer
Knee support
Night wrist support
Protective arm sleeve
Rib belt
Thumb brace
Wrist splint
Wrist support or compression
<b>Vitamins and minerals</b>
Biotin gummy*

Calcium + Vitamin D3*
Calcium*
Cod liver oil*
Coenzyme Q-10*
DHEA hormonal supplement*
Fish oil*
Flaxseed*
Folic acid*
Glucosamine / chondroitin*
Herbal cranberry supplement
Immune support chewables*
Iron supplement*
Leg cramps pain relief*
Magnesium*
Melatonin*
Multivitamin*
Niacin*
Omega + DHA*
Potassium gluconate*
Rena-Vite*
Vitamin A*
Vitamin B-1*
Vitamin B-12*
Vitamin B-6*
Vitamin B-complex*
Vitamin C*
Vitamin D3*
Vitamin E*
Zinc chelated*
<b>Wart remover</b>
Liquid wart remover
Wart removal patch
Wart removal system

\* Dual-purpose item which may require a prescription or note from your doctor

Network Health Medicare Advantage Plans include MSA, HMO and PPO plans with a Medicare contract. NetworkCares is a PPO SNP plan with a Medicare contract and a contract with the Wisconsin Medicaid program. Enrollment in Network Health Medicare Advantage Plans depends on contract renewal. This information is not a complete description of benefits. Call 800-378-5234 (TTY 800-947-3529) for more information. H5215\_3052-01-0920\_M Accepted 09292020