



**OPTIMUM**  
HealthCare, Inc.

# *Welcome to* **OTC ONLINE** ordering made easy

OTC Mail Program - The Easy Way To Get Your Medications

It's as easy as 1, 2, 3...

1



**Log-in to  
order online**

2



**We process  
your order**

3



**You receive  
medications by mail**

*We* at Optimum Healthcare value your membership and are always working towards providing superior services.

We are pleased to announce that you can now place your monthly OTC & Diabetic orders through our website.

From Member Portal you can now:

- **Place a new order**
- **Track status of your order(s)**
- **Review history of your order(s)**
- **Repeat previous order**

Placing and managing your orders online is quick and easy.  
Just follow the simple steps described inside to place your order.

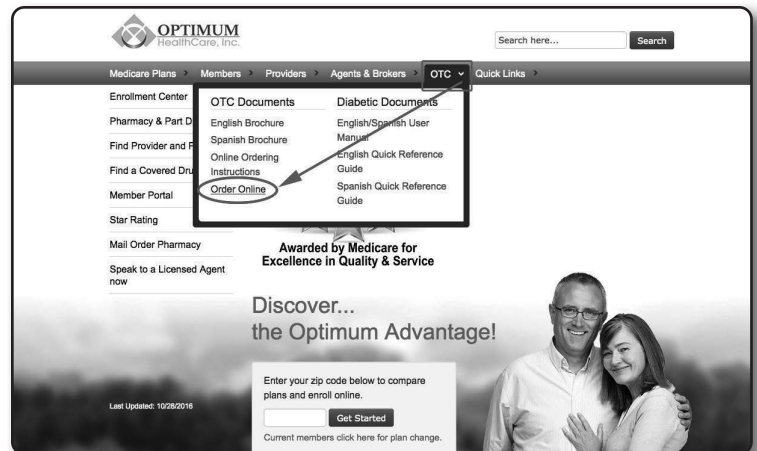


# OTC ordering made easy

The Member Portal is the central destination for all information related to your health, benefits, providers, claims and medication. OTC is part of the Member Portal, hence you have to register on the Member Portal.

1

Go to **www.youroptimumhealthcare.com** and click on “Member Portal Registration/Login”.



2

If you need help registering on Member Portal, please click on ‘New User Sign up’. For detailed instructions, please click on Help Manual.

If you are a registered user on Member Portal, log into User ID and Password.

3

Once you are logged into Member Portal, please click on ‘Over The Counter/Diabetic Supplies’ menu option.



# The Easy Way To Get Your Medications

4

On the 'Order Placement' Page, select the Product Name from the drop-down option. (The Item Number, Medicine Group, Description and Drug type will automatically display.) After the product is displayed, select the Order Quantity and click the Submit button.

**Order Placement**

Member ID \*  PBP ID  Plan Name  Order Month  Order Date

First Name  Last Name  DOB  Home Phone  Business Phone

Plan Limit  Available Limit  Caller Relationship  Override Order

Type of Meter  Physician Certificate Exp Date  PCP Approved Testing Frequency  Strip Exhaust Date

Diabetic Item prices for Internal Reference Only. It is NOT part of OTC Limits

Click the link For [Review and Repeat Previous Order](#) [List of Available Items](#) [OTC Policies and Disclaimers](#) [Delivery Order Status](#) [Member Notes](#) [Member Authorization](#)

Remove	Medicine Group	Item.No	Product Name	Description	Available Quantity	Order Quantity	UOM	Drug Type	Member Price	Total Price
	SUPPORTS	<input type="text" value="19E"/>	<input type="text" value="ARTHRITIS KNEE SLEEVES SMALL"/>	SUPPORT KNEE SLEEVES SMALL	720	<input type="text" value="1"/>	ONE SLEEVE	OTC	\$15.00	\$15.00
		<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>			<input type="text" value="--"/>			\$0.00	\$0.00

**Submit**

5

After submitting your order, you will be asked to confirm or modify your shipping address. Once completed, please click Confirm.

**Address Confirmation**

Member ID  [Click Here to Add Member Notes](#)

First Name  Last Name

**Current Primary Address**

Address1 \*

Address2

City \*

State \*  Zip Code \*

**Contact Phone Numbers**

Home Phone

Business Phone

Cell Phone

**Enter Valid Shipping Address**

Address1 \*

Address2

City \*

State \*  Zip Code \*

If above permanent address is not correct please call 1-866-900-2688 during regular business hours and request customer service representative to change address

Is the Above Shipping Address Correct?

☐ Yes ☐ No

**Back** **Continue**

6

Once confirmed, your order number will be displayed and you will receive your supplies by mail.

**Order Confirmation**

**Your Order Number is DO-XX-XXXXXX**

Member ID  [Click Here to Add Member Notes](#)

First Name  Last Name

Shipping Address

Plan Limit  Order Value

Medicine Group	Item.No	Product Name	Description	Quantity	UOM	Drug Type	Member Price	Total Price
SUPPORTS	19E	ARTHRITIS KNEE SLEEVES SMALL	SUPPORT KNEE SLEEVES SMALL	1	ONE SLEEVE	OTC	\$15.00	\$15.00

**Ok**

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