



We heal and inspire the human spirit.

To: All IEHP DualChoice (HMO D-SNP) PCPs & Medicare IPAs
From: IEHP – Provider Relations
Date: November 13, 2023
Subject: **Vibrant Health Card: 2024 Over-the-Counter Benefit For IEHP DualChoice (HMO D-SNP) Members**

Effective January 1, 2024, IEHP DualChoice (HMO D-SNP) Members can use their new **Vibrant Health card to pay for over-the-counter (OTC) health and wellness products in our OTC network.**

Members will soon receive a new **IEHP Vibrant Health Card** in the mail and can activate it by calling **1-866-898-9795**.

What is the **Vibrant Health Over-the-Counter (OTC) Benefit?**



- **Members receive \$40 per quarter (every 3 months) to buy select OTC health and wellness products, such as vitamins, pain relievers, cold medicine, first-aid supplies and more.**
- Every quarter, the prepaid Vibrant Health Debit Card will be refilled to the maximum amount of \$40. The card will never have more than \$40 on it, even if it is not fully used.
- Use the Vibrant Health Debit Card to purchase select items at participating stores, such as Rite Aid, CVS, Walgreens, Albertsons, Food 4 Less, Walmart and more.

Members can find participating stores by:

- Signing into the IEHP Secure Member Portal.
- Under the “Health & Wellness” tab, select “Vibrant Health Card.”
- Under the “Tools & Support” tab, select “Merchant Locator” tool.
- Members can search for stores using their zip code or street address.

If Members have additional question, ask them to reach out to IEHP Medicare Member Services: 1-877-IEHP (4347) 8am to 8pm 7-days a week or email: MemberServices@IEHP.org. TTY: 1-800-718-IEHP (4347)

All IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.