

Braven HealthSM Smart Card Administration – 2023/2024

HEALTHY REWARDS

- **Members will need to attest to their completed activities to receive rewards.** They can do this by completing and submitting a Health Screening Attestation form, or several, on BravenSmartCard.com; downloading, printing, completing and mailing the form; or calling Braven Smart Card member services at **800-688-9140**.
- **Once confirmed, rewards will be loaded** onto their Braven Health Smart Card in real time, and viewable once screen is refreshed [if attesting online].

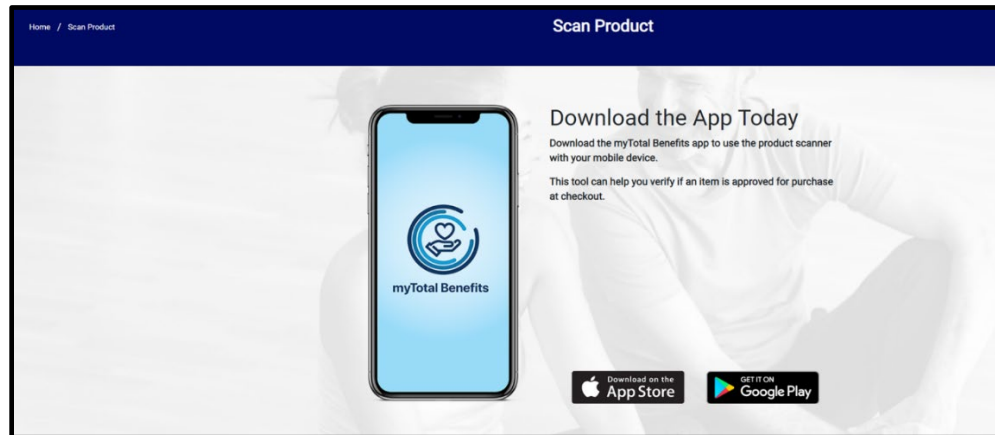
2024 Horizon NJ TotalCare Rewards	
Measure	Amount
Annual Wellness Visit	\$75
Colorectal Cancer Screening	\$50 [Colonoscopy/FOBT]
Diabetic HbA1c Test	\$25
Diabetic Retinal Eye Exam	\$25
Diabetic Kidney Function Test	\$25
Diabetic Self-Management Training	\$25
Healthy Heart Self-Management Training	\$25
Breast Cancer Screening	\$50
Bone Mass Density Testing	\$50

Rewards can be used as credit toward purchases either online or in-store at the following retailers:

- ✓ Starbucks
- ✓ Panera
- ✓ Subway
- ✓ Dunkin Donuts
- ✓ Chipotle
- ✓ 1-800-Flowers
- ✓ Macy's
- ✓ Home Goods/Marshalls/TJ Maxx
- ✓ iTunes
- ✓ Apple Store
- ✓ PetSmart
- ✓ Bath & Body Works
- ✓ Best Buy

OTC BENEFIT: This is a quarterly benefit allowance for members to use on qualified OTC items at retailers in the participating network. Members can:

- Download the **myTotal Benefits** app from the App or Google Play stores on their smart phone and use it to view balances, make purchases, manage their account, and more.
- Access the **product scanner** through the *myTotal Benefits* app on their smart phone:



- The scanner has some limitations. For example, for some Aldi products, i.e. Simply Nature, the SKU is European and will not be recognized, but if it falls under Healthy Food, the card **should** work. Same thing applies at grocery stores, certain products/meats from the butcher department SKU will not be recognized, but the card **should** work at checkout.
- Purchase OTC items such as toothpaste, vitamins, denture cleaner, etc. at **participating store locations. Note: online stores are not eligible.** Below is the list of current eligible stores for OTC and grocery:
 - CVS
 - Rite Aid
 - Walmart
 - Schnuks
 - Giant Eagle
 - Albertsons: *Albertsons Safeway, Vons, Jewel-Osco, Shaw's, Acme, Tom Thumb, Randalls, United Supermarkets, Pavilions, Star Market, Haggen, Carrs, Kings Food Markets and Balducci's Food Lovers Market.*
 - Kroger: *Kroger, Baker's, Dillions, Food 4 Less, Foods Co, Fred Meyer, Fry's, Gerbes, Jay C Food Store, King Soopers, Mariano's, Metro Market, Pay-Less Super Markets, Pick'n Save, QFC, Ralphs, Ruler, Smith's Food and Drug*
 - Walgreens
 - Dollar General
 - Wakefern/ShopRite
 - Aldi
- **Retail purchases:** Log in to **BravenSmartCard.com** where they can click "See More" next to the **OTC** box. They will scroll down

and click the "Find Stores" icon and a window will open displaying retailers within their zip code. They can expand the radius up to 50 miles, update the zip code, etc. **If PPO members happen to be traveling outside NJ, they can still use this function wherever they are located.**

- **Catalog purchases:** Log in to BravenSmartCard.com where they can click "See More" next to the **OTC** box. They will scroll down and click the "Shop Now" tile and a new window will open to the OTC catalog.
- Purchase OTC items by calling Braven Health Smart Card member services [United Medco] at **800-688-9140**.
- Purchase OTC items **by mail** by sending the order form included in the **paper catalog** they received to:

Braven Health OTC Orders 4613 N. University Drive, #586 Coral Springs, FL 33067

- **FarmBoxRx:** members can access fresh produce boxes in the OTC/Grocery purse via the OTC catalog. From there, they can choose either dry goods or FarmBoxRx produce boxes.

FLEX BENEFIT

- Members can log in to BravenSmartCard.com where they can click "See More" next to the **Flex Benefit** box and new a window will open. They can scroll down and select the practitioner, product or service they would like and it will display within their zip code. They can expand the radius up to 50 miles, update the zip code, etc. **If PPO members happen to be traveling outside NJ, they can still use this function wherever they are located.**
- Members must use participating, licensed **Acupuncturists, Massage Therapists [through 12/31/23 only; effective 1/1/24 Therapeutic Massage will no longer be a covered Flex benefit] and Nutritionists** which they can search for on BravenSmartCard.com in the Flex benefit window by clicking the appropriate provider tile. While there is not an actual network, the smart card will be filtering purchases using MCC (merchant category code) for massage parlors, health practitioners, etc., as well as merchant name.
- **Weight Watchers [WW]** is the only approved Weight Loss provider and when the member clicks on the **WW** tile on BravenSmartCard.com it will open a new window directly to the WW site.
- **Bathroom Safety Devices and Activity Trackers:** can be selected from the OTC catalog via BravenSmartCard.com by clicking the **Bathroom Safety Devices & Activity Trackers** tile in the Flex benefit window. They can also be accessed via the myTotal Benefits app; or member services; or purchased from the approved OTC retailers list (**EXCLUDING Walmart and Rite Aid**) **through 12/31/23. Effective 1/1/24, Bathroom safety devices and Activity Trackers will only be available via BravenSmartCard.com.**
- **Lyft/Uber** are the only approved transportation vendors and can be accessed via BravenSmartCard.com by clicking on the **"Ride with Lyft"** or **"Ride with Uber"** tiles which will open a new window directly to their respective sites.

***In a situation where the member pays out of pocket because the card is denied, they can call Braven Smart Card member services [United Medco] at 800-688-9140 and will be directed to complete a reimbursement form and provide proof of purchase. If eligible, they will be reimbursed via check, and the applicable purse will be debited as though they had used their card. However, these workarounds will end on 12/31/23. Starting 1/1/2024, members will need to use approved retailers to access their Smart Card benefits.**

FITNESS BENEFIT

- **Fitness Centers:** Allowance can be used at any Fitness Center or Yoga Studio [there is no network] and the search function will bring up multiple centers, including YMCAs, etc. that use the MCC [Merchant Category Codes] for fitness centers, gyms, health centers, etc.
- If the member has an issue finding their fitness center or the transaction is declined, they can call member services who will research and advise member whether the gym can be used and/or whether they're eligible for reimbursement, i.e. if they go to **Planet Fitness** or another fitness center where their payment must be ACH debited from a bank account, and they pay \$200 out of pocket, **they can call Braven Health Smart Card Member Services [United Medco] at 800-688-9140, complete the reimbursement form, and send it in with proof of payment. They will be reimbursed via check, and the purse will be debited as though they had used their card.**

***Note: This workaround will remain in place for Planet Fitness into 2024.**

- **Home Fitness Subscriptions:** allowance can be applied toward any Home subscriptions [i.e. Peloton]. Members can call member services to confirm if a particular home subscription qualifies. **Or, if their transaction is declined, members can call Braven Health Smart Card Member Services [United Medco] at 800-688-9140 to have the declined transaction traced, and if necessary, they will be reimbursed via check, and the purse will be debited as though they had used their card.**
- **Home fitness equipment** [i.e. treadmills, weights, yoga mats, etc.]: members can either purchase from the approved retailers listed for **OTC (EXCLUDING Walmart and Rite Aid)** or via the online catalog [several new items have been added, with more on the way]. **If they must make a purchase outside the list of approved retailers, i.e. Walmart, they can call Braven Health Smart Card Member Services [United Medco] at 800-688-9140, complete the reimbursement form, and send it in with proof of payment. They will be reimbursed via check, and the purse will be debited as though they had used their card.**

***NOTE: This workaround will end on 12/31/23. Starting 1/1/2024, members will need to use approved retailers to access their Smart Card benefits.**