

Important Things to Remember

- The health information provided in this catalog is general in nature and is not medical advice or a substitute for professional healthcare. It is provided for your information and convenience only. Medline Industries does not guarantee the accuracy or completeness of this information, and does not recommend or endorse the products referenced in this catalog.
- Orders will be shipped via FedEx or USPS Please allow seven to ten business days to receive your order from the time the order is placed.
- If you disenroll from your health plan, your over-the-counter (OTC) benefit will automatically terminate.
- Products in the catalog should only be ordered for the enrolled member.
- Products may not be purchased at a local retail pharmacy or through any other source other than the provided Medline Industries Inc. over-the-counter benefit catalog.
- If you place an order using an order form, your order total will be applied to the month in which we receive your order form.
- For any other questions regarding your health plan, please contact Member Services at 844.388.8268 (TTY: 711).

FROM _____

PLACE
STAMP
HERE

OTC SERVICING CENTER
MEDLINE – VIBRA HEALTH PLAN ORDER DEPT
1200 TOWNLINE RD
MUNDELEIN, IL 60060

2021 Over-the-Counter Benefits Order Form

- 1. By mail:** Each month fill out the mail order form, add postage and drop it in the mail. Be sure to give it seven days to reach us. Orders will be processed the month in which they are received. A new mail order form is sent with each of your monthly shipments.
- 2. By phone:** Call **833.660.0908** (TTY: 711). OTC Advocates are available Monday–Friday 8 a.m. to 8 p.m. ET, to assist you.
- 3. Online:** Visit **athome.medline.com/vibrahealth** to place your order online.



