



OTC drugs & medicines “eligible” without a prescription

The Coronavirus Aid, Relief, and Economic Security (CARES) Act was recently signed by President Donald Trump. As part of the new legislation, below are two updates that may benefit you.

1. You no longer need a prescription from your physician when using your PayFlex funds to pay/get reimbursed for over-the-counter (OTC) drugs and medicines. Such items include allergy medicine, cold medicine, pain relievers, etc.
2. Feminine hygiene products are now part of the list of eligible over-the-counter items.

These changes are effective for any eligible OTC drugs and medicines incurred after December 31, 2019 – as long as OTC items are allowed under your plan. There’s no expiration date for these provisions.

Using your PayFlex funds to pay for OTC drugs and medicines

- **To submit eligible OTC drugs and medicines for reimbursement:** [Log into payflex.com](https://www.payflex.com) or your PayFlex member website. You can also log into the PayFlex Mobile® app.
- **If you have a PayFlex debit card:**
 - Allow time for the debit card system to update. PayFlex doesn’t manage this process.
 - If your PayFlex debit card doesn’t work at time of purchase, you can pay out of pocket, and request reimbursement from your PayFlex account funds (see above).

[Click here to review the full list](#) of eligible expense items.

PayFlex COVID-19 Resource Center

The current Coronavirus (COVID-19) situation is impacting all of us in ways we never thought possible. With many of you experiencing “work and life” unlike ever before, we want you to know that we’re here for you. The **PayFlex COVID-19 Resource Center** is designed to provide you with helpful information related to your PayFlex account/s -- [click here to learn more](#).

Questions?

Log into your PayFlex member website. Click **Help & Support** to email or chat with us. We’re here to help Monday – Friday, 7 a.m. – 7 p.m. CT, and Saturday, 9 a.m. – 2 p.m. CT.

Note: Standard text messaging and other rates from your wireless carrier still apply.

This material is for informational purposes only and is not an offer of coverage. It contains only a partial, general description of plan benefits or programs and does not constitute a contract. It does not contain legal or tax advice. You should contact your legal counsel if you have any questions or if you need additional information. In case of a conflict between your plan documents and the information in this material, the plan documents will govern. Eligible expenses may vary from employer to employer. Please refer to your employer’s Summary Plan Description (“SPD”) for more information about your covered benefits. Information is believed to be accurate as of the production date; however, it is subject to change. PayFlex cannot and shall not provide any payment or service in violation of any United States (US) economic or trade sanctions. For more information about PayFlex, go to [payflex.com](https://www.payflex.com).

PayFlex Mobile® is a registered trademark of PayFlex Systems USA, Inc.

© 2020 PayFlex Systems USA, Inc.