



 miramar:OTC

CONVEY'S OVER-THE-COUNTER SOLUTION

THE CORNERSTONE OF MIRAMAR:BENEFITS



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**10+** YEARS  
ADMINISTERING  
OTC BENEFITS



IN 2019, CONVEY SERVED MORE THAN **4 MILLION** MEDICARE MEMBERS IN OUR **OTC PROGRAM**.

**INNOVATIVE TECHNOLOGY, CLINICAL SUPPORT SERVICES, & ANALYTICS UNITE TO POWER A SUPPLEMENTAL BENEFITS PROGRAM FROM WHICH YOUR MEMBERS WILL TRULY BENEFIT.**

- > **Fully integrated** mail, mobile, web & retail options available
- > **Expansive OTC product selection** – including nutritional items, holistic medications, & home safety products
- > **Consultative support** to maximize benefit designs, for:
  - Enhanced marketability
  - An elevated member experience
  - Robust reporting

**CONVEY'S CMS-COMPLIANT OTC SOLUTION**

**STRATEGIC, COMPLIANT MANAGEMENT OF PRODUCT LISTING & BENEFIT CONFIGURATION**

- Currently providing 500+ benefit configurations within 40+ healthcare organizations

**CLINICAL & CHRONIC CONDITION PROGRAM MANAGEMENT**

- Pre-developed product bundles
- Addressing specific conditions including heart disease, diabetes, and more

**COMPREHENSIVE & INTEGRATED TECHNOLOGY PLATFORM**

- Eligibility file processing, all types
- Utilization and CMS reporting
- Configurable contact center scripting

**OMNICHANNEL PRODUCT PROCUREMENT OPTIONS**

- Integrated for accurate benefit tracking
- White-labeled for a cohesive member experience
- Multichannel access to catalog and product information

**ROBUST SECURITY & COMPLIANCE ORGANIZATION**

- HITRUST Certified
- HIPAA, PHI, PCI Compliant

**MEMBER OUTREACH & PROMOTION OF BENEFIT CAPABILITIES**

- Email communication
- Telephonic survey capabilities
- Print communication
- Health plan event support