



**BUILD A WINNING  
OTC PROGRAM.**

**OTC Benefit Solutions**

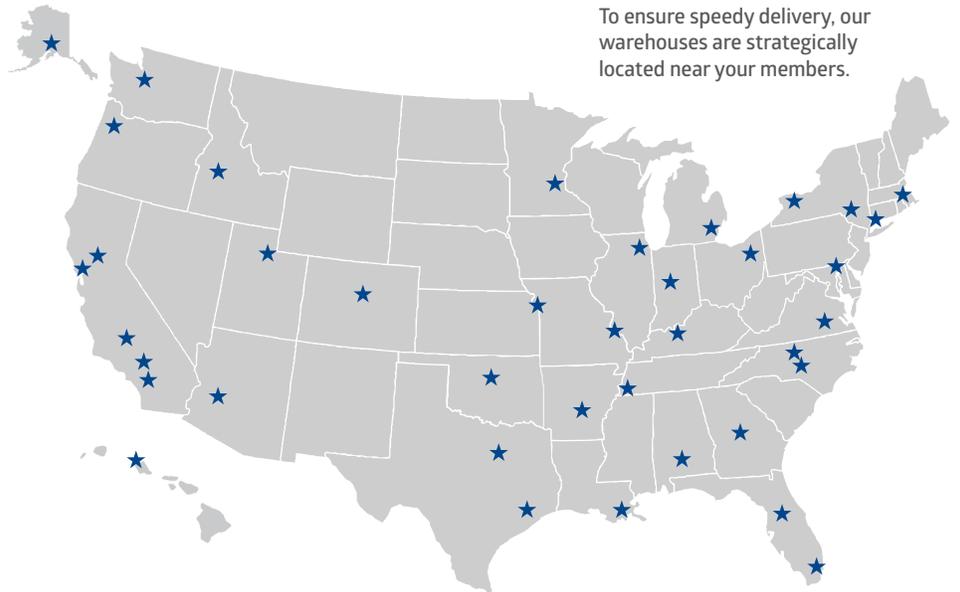
Enhance member satisfaction, while reducing costs

# Give Members an OTC Program They'll Love.

An OTC program can help members stay healthy and avoid unnecessary medical expenses.

But if members don't like the products offered or don't receive them quickly, what should be a source of satisfaction becomes a source of frustration. We can help.

As a leading manufacturer and distributor, we can customize an OTC program that helps enhance member retention. How? With top quality brands and fast, secure delivery.



To ensure speedy delivery, our warehouses are strategically located near your members.

## Create an Exceptional Member Experience With:

### Diversified OTC Formulary

Extensive product selection: categories, sizes and availability

### Leading Brands Members Trust

Access to thousands of well-known name brands such as CURAD® and Remedy®

### Unique Kit Packaging

First aid, skin care and seasonal kits tailored to the plan, plus the option to include marketing materials and information for members

### 95% Next-Day Service Nationally

Easy member ordering and consolidated delivery

### Dedicated Customer Service

Real people assist your members with order and delivery tracking, returns and more

### Product Support Specialists

Answer member questions about product ingredients, assembly, use and more





## Drive Your Plan's Success With:

### Enhanced Member Satisfaction

Knowledgeable customer care team and nationwide distribution network provide industry-leading service

### Lower Overall Costs

Members get more for their credits because we're a manufacturer, distributor and provider

### Increased Member Retention

Product quality and exceptional service help optimize national provider scores

### Expert Guidance

Knowledgeable advice on OTC benefit design and overall offering to enhance member experience

### Value-Focused Formulary

Highest quality products at prices well below retail

### Best-In-Class Products

Medline-made products are preferred in more than a dozen healthcare categories

 GUARANTEED SAVINGS ON  
**350,000+ PRODUCTS**

PARENT COMPANY OF  
**CURAD**

**#1 MARKET LEADER**  
FOR CONTINENCE CARE,  
SKIN CARE AND DME

# Use our expertise and resources to manage your plan's health.

Why partner with Medline? As the largest privately held manufacturer, distributor and provider of medical supplies in the U.S., we go above and beyond to give you outstanding quality, service and value. This is what makes us different:

## Experience across the continuum of care

- » Solutions that span the entire healthcare continuum
- » Sales representatives and clinical specialists specifically trained to serve each care setting

## Established provider

- » Contracts with managed care organizations and payer agreements representing more than 200 million members coast-to-coast

## End-to-end control of the supply chain

- » Factory-direct savings
- » Warehouses located close to your members
- » Average 60-day inventory on hand

## Quality and breadth of supplies

- » 350,000+ products addressing all healthcare supply needs
- » 150,000+ Medline-manufactured products, clinically and economically effective
- » Rigorous quality control and testing

## Financial muscle

- » Family-owned, debt-free company with the financial resources to invest in your plan's success

## Nimble, entrepreneurial culture

- » Highly capable and responsive
- » Ability to tailor solutions to flex with your needs



*Get started today. Contact your Medline Representative or call 866.356.4997.*



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