

Keep this catalog for future orders.

2025 Over-the-Counter (OTC) Product Catalog

Skilled Nursing Facility



Get OTC products delivered to your doorstep at no additional cost!

www.thehelperbees.com/keycare



The Helper Bees is a separate, independent company contracted with KeyCare to provide over-the-counter, mail-order benefits and services. All other trademarks referenced are the property of their respective companies.

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Please keep this valuable booklet nearby.

You'll need it to look up the OTC items you want to order. It also contains instructions on how to order online, by phone, or use your OTC benefits in store.

For a full list of products, visit the website www.thehelperbees.com/keycare.

Please consult your physician prior to placing an order for items.

To request a replacement OTC catalog, please call

The Helper Bees customer service at
1-833-284-2432 TTY:711
8AM - 8PM, Monday - Friday, local time.

Retailers

California

- Albertsons
- CVS
- Kroger
- Rite Aid
- Walgreens
- Walmart

Michigan

- Albertsons
- CVS
- Kroger
- Rite Aid
- Walgreens
- Walmart

South Carolina

- CVS
- Kroger
- SEG
- Walgreens
- Walmart

Colorado

- Albertsons
- CVS
- Kroger
- Rite Aid
- Walgreens
- Walmart

Missouri

- CVS
- Kroger
- Schnuck's
- Walgreens
- Walmart

Tennessee

- CVS
- Kroger
- Walgreens
- Walmart

Florida

- Albertsons
- CVS
- Kroger
- SEG
- Walgreens
- Walmart

North Carolina

- CVS
- Kroger
- Walgreens
- Walmart

Texas

- Albertsons
- CVS
- Kroger
- Walgreens
- Walmart

Maryland

- Albertsons
- CVS
- Giant Eagle
- Kroger
- Rite Aid
- Walgreens
- Walmart

Ohio

- CVS
- Giant Eagle
- Kroger
- Rite Aid
- Walgreens
- Walmart

Virginia

- Albertsons
- CVS
- Kroger
- Rite Aid
- Walgreens
- Walmart

How to access your benefit

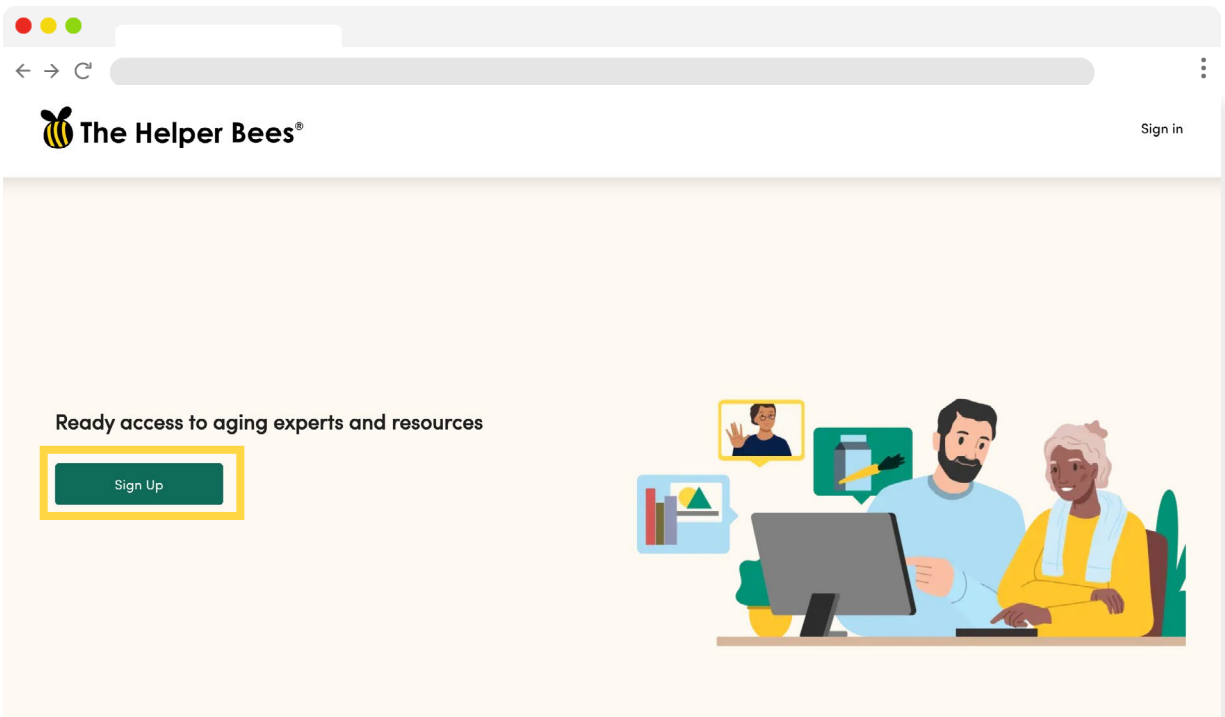
Scan here to
visit the website



How to access your benefit

Web

Navigate to the portal



1

Desktop

Use your computer's web browser to navigate to www.thehelperbees.com/keycare.

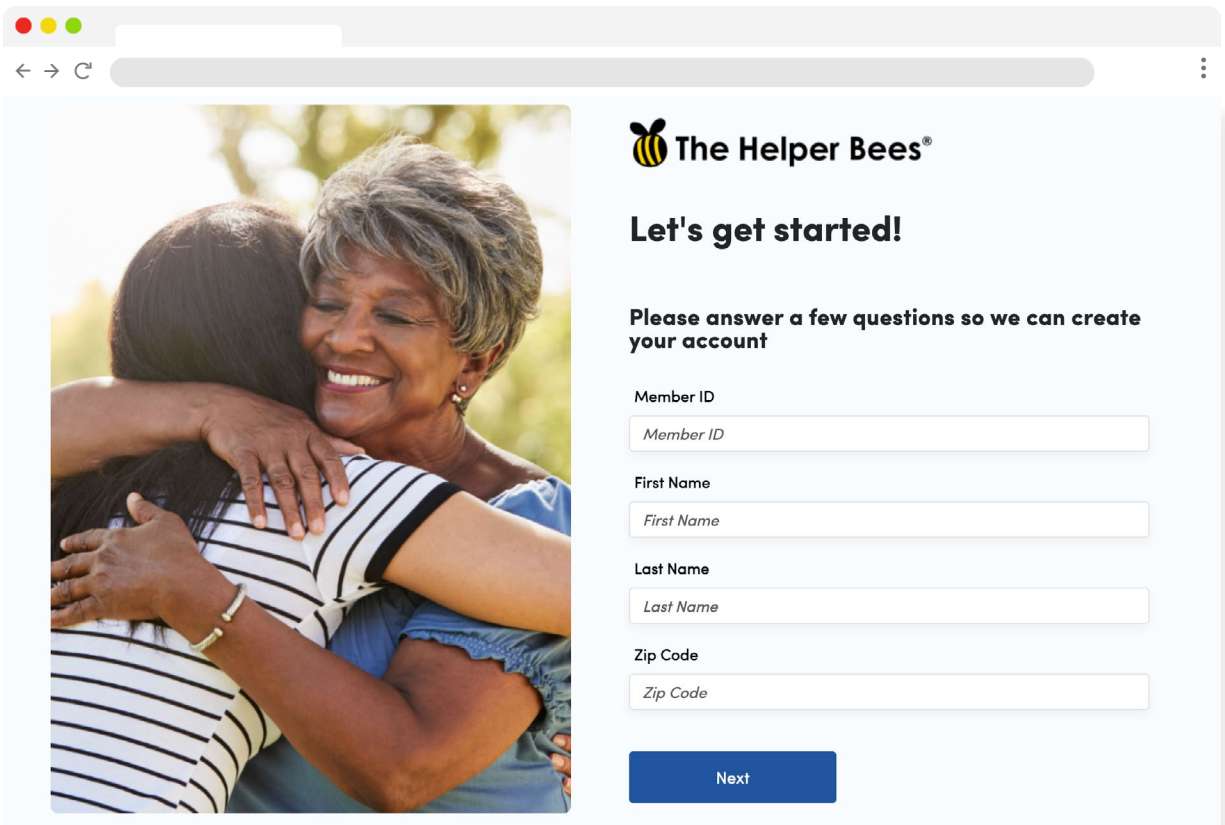
2

Scan QR Code

You can also scan this QR code to access the site.



Register for your account

A screenshot of a web browser displaying the registration page for 'The Helper Bees'. The page features a large image on the left showing an older woman with grey hair hugging a younger woman with dark hair. On the right, the 'The Helper Bees' logo is at the top, followed by the heading 'Let's get started!'. Below this is a prompt: 'Please answer a few questions so we can create your account'. The form includes four input fields: 'Member ID', 'First Name', 'Last Name', and 'Zip Code', each with a placeholder text matching the field name. A blue 'Next' button is positioned at the bottom right of the form area.

The Helper Bees®

Let's get started!

Please answer a few questions so we can create your account

Member ID

First Name

Last Name

Zip Code

Next

1

On the registration page, provide your

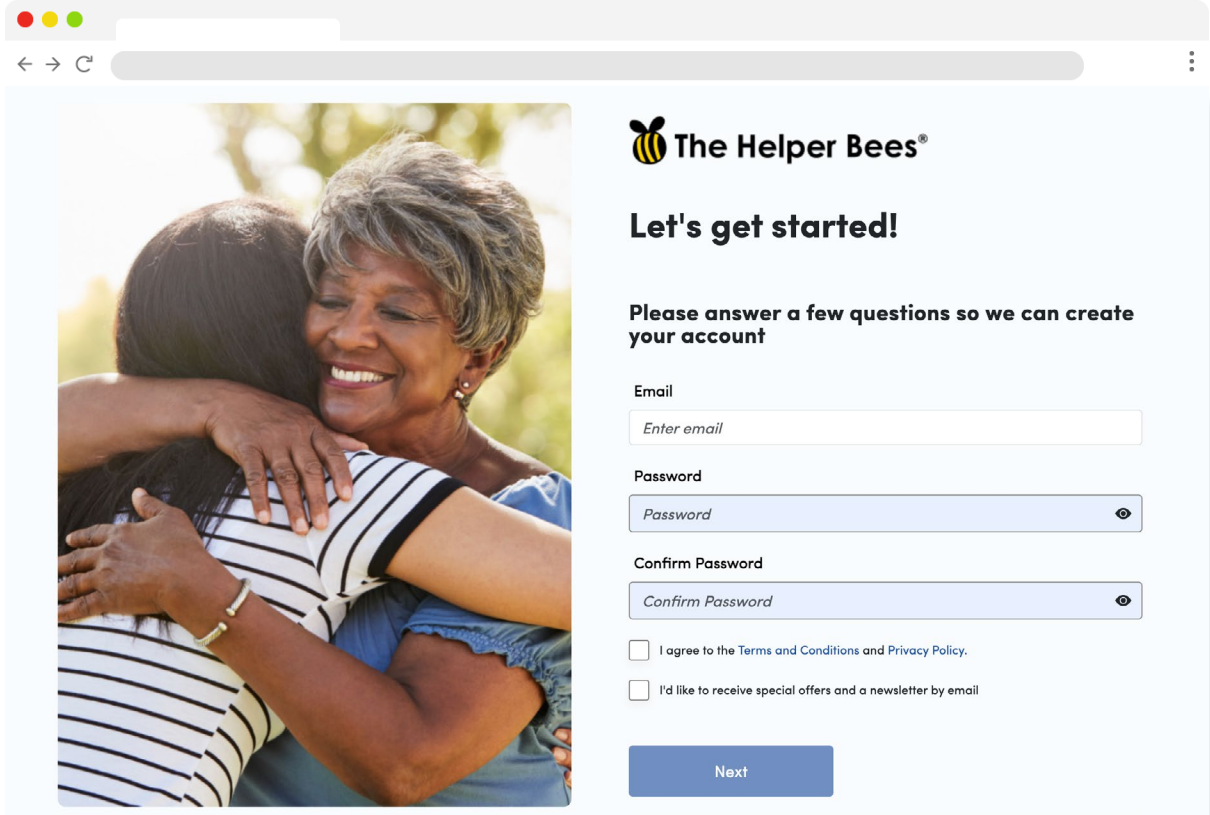
- Member ID
- First name
- Last name
- Zip code

2

Provide your email

Enter your email.

Register for your account

A screenshot of a web browser showing the registration page for 'The Helper Bees'. The page features a large image of an older woman hugging a younger woman. The registration form includes fields for Email, Password, and Confirm Password, each with a placeholder text. There are two checkboxes for terms and conditions, and a 'Next' button at the bottom.

The Helper Bees®

Let's get started!

Please answer a few questions so we can create your account

Email
Enter email

Password
Password

Confirm Password
Confirm Password

☐ I agree to the Terms and Conditions and Privacy Policy.

☐ I'd like to receive special offers and a newsletter by email

Next

3

Create your password

Password requirements:

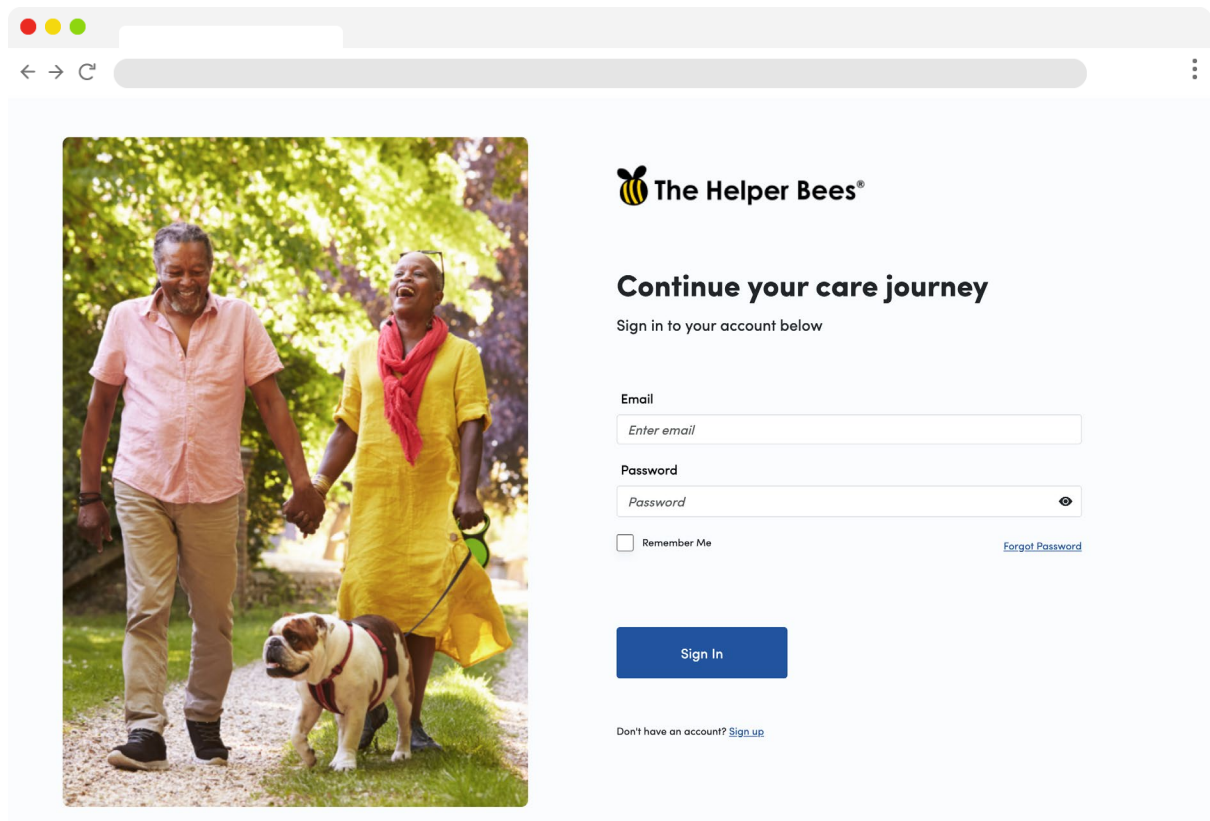
- At least 8 characters
- One uppercase letter
- One lowercase letter
- One number
- One special character

4

Check your email

Click the 'Next' button and check your email for a confirmation email. If you don't see it there, check your spam folder.

Log in



The Helper Bees®

Continue your care journey

Sign in to your account below

Email

Password

☐ Remember Me [Forgot Password](#)

[Sign In](#)

Don't have an account? [Sign up](#)

1

Return to the login page at www.thehelperbees.com/keycare.

2

Log in to the member portal using your email address and password.

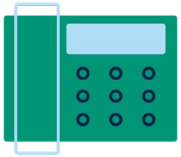
3

Update your contact information and preferences.

How to access your benefit

Calling

The Helper Bees
Customer Service Team



HOTLINE

1-833-284-2432 TTY:711

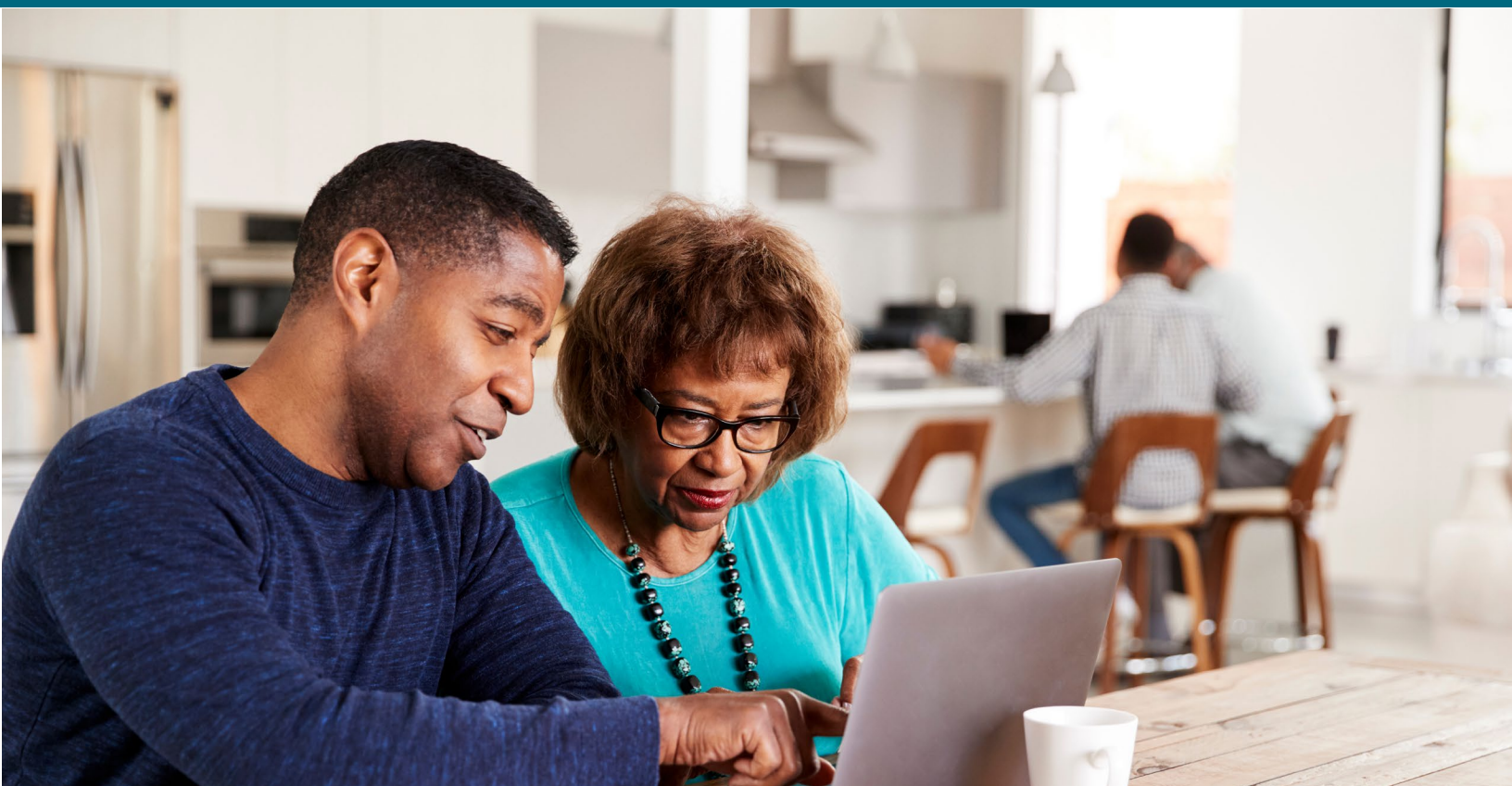


HOURS OF OPERATION

8AM - 8PM local time,
Monday - Friday

Frequently asked questions

Scan here to
visit the website



Who are The Helper Bees?

Since 2015, The Helper Bees has been delivering in-home care and support services to individuals across the United States. Now, we are excited to partner with KeyCare to offer you seamless access to your benefits. Explore the rest of this catalog and visit our website to learn more!

Where can I access my benefits?

You will receive your benefit allowance automatically on your card, according to your health plan details. This allowance can be used towards the purchase of OTC items and food per your health plan's Explanation of Benefits.

You can access your benefits through The Helper Bees website, in select retail stores, and by contacting The Helper Bees call center at **1-833-284-2432 TTY:711**

8AM - 8PM local time, Monday-Friday.

What type of card will I receive?

You will receive a Mastercard®* that can be used to purchase eligible OTC items and food products.

When will I receive my card?

You will receive your card by January 1st, 2025.

**Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.*

How can I check my balance?

Contact The Helper Bees at **1-833-284-2432 TTY:711**
8AM - 8PM local time, Monday-Friday,
or log in to www.thehelperbees.com/keycare.

What if my card is lost or stolen?

Contact The Helper Bees at **1-833-284-2432 TTY:711**
8AM - 8PM local time, Monday-Friday, for assistance.

Do I lose benefits if I don't use them? What happens to unspent funds?

Unused funds may or may not roll over, depending on your specific plan. Some plans reset monthly, while others may roll over funds on a quarterly basis. Be sure to check your plan details to understand how your benefits work and when they expire.

What can I purchase with my card?

You can order OTC items as well as eligible healthy food and produce items by calling The Helper Bees' customer service team at **1-833-284-2432 TTY:711**
8AM - 8PM local time, Monday-Friday, for assistance,
or online at www.thehelperbees.com/keycare.

You can also purchase OTC and eligible food and produce from all participating retailers including CVS, Walgreens, Walmart, Kroger, Fry's, Uber Eats, etc. Also, check to ensure that items being purchased are eligible.

Can I use my card at self-checkout in store?

Yes, you can use your card at self-checkout in-store.

What if my card is denied?

Please double check if the card is active and has balance available on the given benefit. Also, check to ensure that items being purchased are eligible.

Contact The Helper Bees at **1-833-284-2432 TTY:711**

8AM - 8PM local time, Monday-Friday, for assistance.

Should you keep your card if there is no balance on it?

Yes! Keep your card even if it has no balance, as funds will be reloaded monthly.

Is there a limit on the number of items I can order?

There is no limit on the number of items you may order as long as you have an available balance. However, there are some items that have special limits.

How long will it take to receive my order?

Most orders will arrive in less than 5 business days. It may take longer during peak volume periods as well as for orders that have hazardous items.

If you have not received your order within 14 days,
please call The Helper Bees at **1-833-284-2432 TTY:711**

8AM - 8PM local time, Monday-Friday, for assistance.

Can I cancel my order once it has been placed?

Orders cannot be canceled.

Where can I get additional information about the products?

For more detailed information about our products, please visit our website at www.thehelperbees.com/keycare.

How will OTC items be shipped and are there shipping fees?

OTC items are shipped to your home and there are no additional charges.

What should I do if my item arrives damaged or doesn't arrive at all?

If your item is damaged or has not arrived, please contact The Helper Bees' customer service team at **1-833-284-2432 TTY:711** 8AM - 8PM local time, Monday-Friday, for assistance right away.

Can I return items and receive cash as reimbursement?

No, you receive an allowance from your health plan to spend on eligible OTC items. There are no cash reimbursements allowed through the program.

What if I return an item?

Only OTC items purchased in-store are eligible for return. Your returned item will reflect a credit to your flex card. There are no returns for OTC items purchased through home delivery.

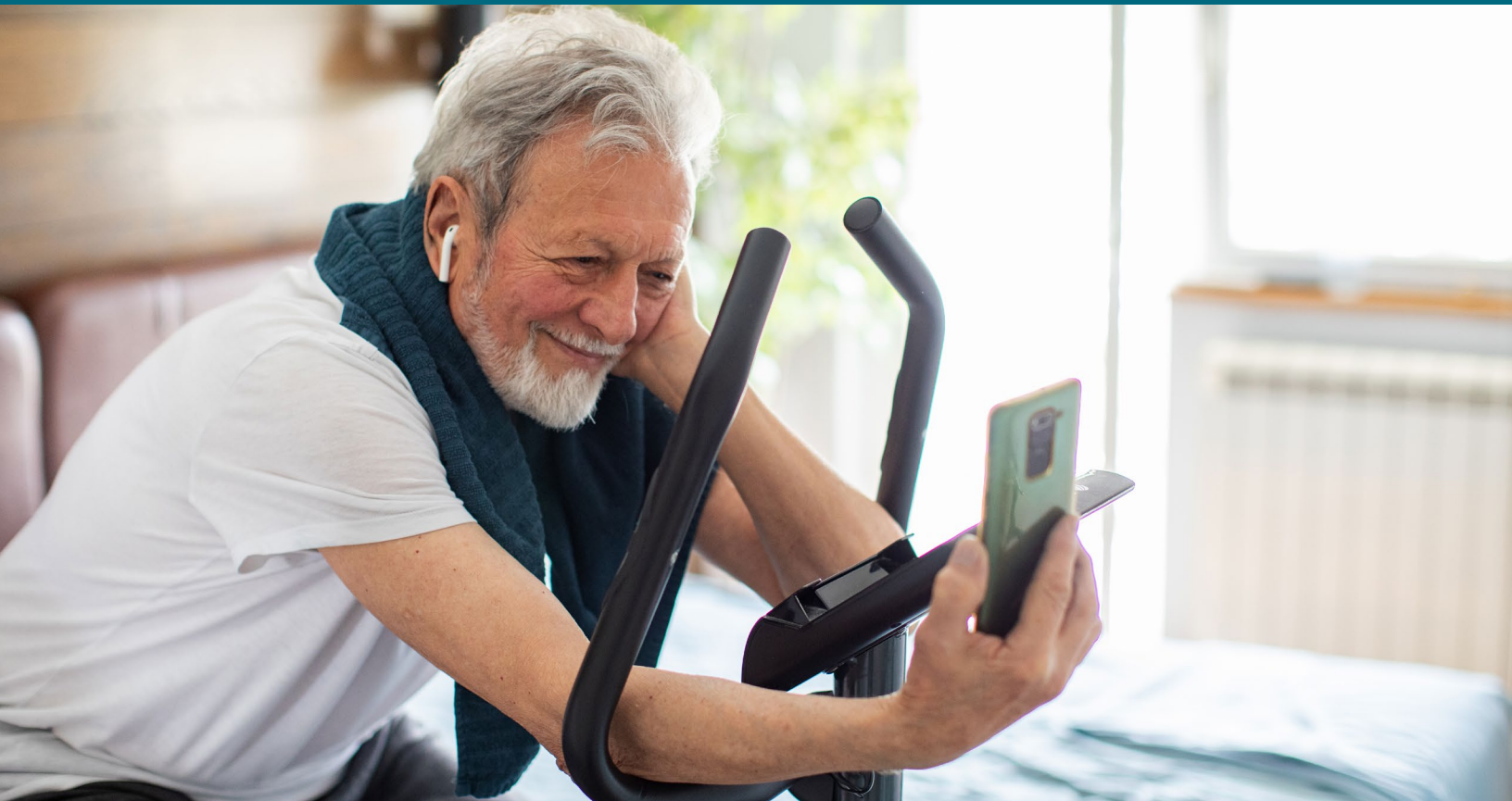
For home delivery, if items are damaged, stolen, or not received, contact The Helper Bees at **1-833-284-2432 TTY:711** 8AM - 8PM local time, Monday-Friday, for assistance.

Product Categories

For a full list of items, visit the website.

www.thehelperbees.com/keycare

Scan here to
visit the website and
start shopping



Before starting any new vitamins or supplements, it's recommended that you consult with your doctor.

Eye care



Scan
to order!

Product categories

- Contact lens care
- Eye preparations
- Eyewear & lens accessories
- Reading glasses & magnifying glasses
- Sunglasses & blue light blockers

Examples



Dilly Vision men's reading glasses with blue light blocking

Count: 4 pack

\$33 - \$36



Feosky magnifying glass

Count: 1

\$11 - \$14



Gaoye blue light blocking glasses

Count: 1

\$14 - \$17



Koala eyeglass lens cleaner

Count: 1

\$18 - \$21



Ontel magnifying eyeglasses

Count: 1

\$21 - \$24



Przene reading glasses

Count: 4 pack

\$19 - \$22

Product	Price*
Refresh preservative free lubricant eye drops	\$30 - \$32
Reliance medical saline eye drops	\$29 - \$32
Sanwior eyeglass repair kit	\$10 - \$13
Thsiree eye patch, left	\$10 - \$13
Thsiree eye patch, right	\$10 - \$13
Zeiss lens cleaning wipes	\$22 - \$25

*Prices may vary depending on the selected brand, size, and quantity of products.

Foot care



Scan
to order!

Product categories

- Shoe insoles & inserts
- Foot cushioning & treatments
- Foot grooming and pain relief

Examples



Basmile orthotic insoles
Count: 4 pack
\$24 - \$27



BraceAbility diabetic walker foot
Count: 1
\$35 - \$38



Diabetic socks
Count: 1
\$17 - \$20



Dr. Scholl's foot spray
Count: 1
\$8 - \$11



Dr. Scholl's heel & arch all-day pain relief orthotics
Count: 1
\$18 - \$21



Dr. Scholl's severe cracked heel repair
Count: 1
\$9 - \$13

Product	Price*
Dr. Scholl's shoe insole	\$17 - \$20
Gold Bond foot lotion	\$13 - \$16
Happy Touch diabetic bootie slippers	\$67 - \$70
Homemedics foot bath	\$40 - \$43
Homergy metatarsal foot pads	\$18 - \$22
Kwukoty diabetic shoe	\$67 - \$70
Lotrimin foot powder	\$9 - \$13
Plantifique foot mask	\$9 - \$12
Zero Odor shoe deodorizer	\$21 - \$24

*Prices may vary depending on the selected brand, size, and quantity of products.

Household products



Scan
to order!

Product categories

- Air & fabric fresheners
- Plastic, foil, & paper products
- Cleaning tools & accessories
- Cleaners & waxes
- Dish & laundry

Examples



Amazon Basics bath sheets
Count: varies
\$26 - \$29



Amazon Basics bath towels
Count: varies
\$27 - \$31



Amazon Basics wash cloth
Count: 1
\$26 - \$29



Angel Soft toilet paper
Count: 1
\$6 - \$9



Beautangly disposable facial towels
Count: 1
\$7 - \$10



Bounty disposable napkins
Count: 1
\$6 - \$9

Product	Price*
Dial hand soap, 4 pack	\$17 - \$20
Eglyn queen size pillow case	\$7 - \$10
Holmes oscillating fan	\$48 - \$51
Jicuse queen size pillow	\$27 - \$31
King Pavonini bed canes	\$49 - \$52
Kleenex facial tissues	\$29 - \$32
Linenspa CPAP pillow - memory foam	\$35 - \$38
Napfun neck pillow	\$30 - \$33
Orighty hand towels	\$14 - \$17
Scott paper towels	\$13 - \$16
Sylvaris hypoallergenic pillow - king	\$45 - \$48
Sylvaris hypoallergenic pillow - queen	\$40 - \$43
Wheelchair cushions	\$27 - \$30
Zayad reacher / grabber	\$27 - \$30

*Prices may vary depending on the selected brand, size, and quantity of products.

Incontinence



Scan
to order!

Product categories

- Adult briefs & protective underwear
- Bladder control pads & liners
- Bed & furniture protection pads

Examples



Always panty liner -
extra absorbency - long

Count: 1

\$13 - \$16



Amazon Basics unscented
disposable wipes

Count: 1

\$7 - \$10



Amazon Basics women's
incontinence underwear -
large

Count: 3 pack

\$44 - \$47



Amazon Basics women's
incontinence underwear -
medium

Count: 3 pack

\$45 - \$48



Amazon Basics women's
incontinence underwear -
small

Count: 1 pack

\$20 - \$24



Amazon Basics women's
incontinence underwear -
XL

Count: 3 pack

\$44 - \$47

Product	Price*
Amazon Basics women's incontinence underwear - XXL, 3 pack	\$44 - \$47
Extended wear stretch brief - size 2	\$33 - \$36
Innovative Designworks female urinal, splash proof	\$23 - \$26
LivDry men's incontinence underwear - large	\$41 - \$44
LivDry men's incontinence underwear - medium	\$41 - \$43
LivDry men's incontinence underwear - small	\$42 - \$45
LivDry men's incontinence underwear - XXL	\$42 - \$45
McKesson bariatric briefs - XXXL	\$77 - \$80
McKesson disposable underpads	\$61 - \$64
McKesson incontinence pads - heavy absorbency	\$20 - \$24
McKesson incontinence pads - light absorbency	\$20 - \$24
McKesson incontinence pads - moderate absorbency	\$20 - \$24
McKesson women's incontinence underwear - light absorbency	\$55 - \$58
Medline extended wear stretch brief - size 1	\$41 - \$44
U by Kotex panty liner - extra absorbency	\$13 - \$16
U by Kotex panty liner - thin	\$13 - \$17
U by Kotex panty liner - thin - long	\$13 - \$17

*Prices may vary depending on the selected brand, size, and quantity of products.

Oral care



Scan
to order!

Product categories

- Toothpaste & treatments
- Toothbrushes
- Denture care
- Mouthwash & breath care
- Interdental, floss, & gum care
- Oral remedies

Examples



Benzodent denture
adhesive
Count: 1
\$8 - \$11



Colgate toothpaste
Count: 1
\$5 - \$8



Crest toothpaste
Count: 1
\$12 - \$15



Crest whitening
mouthwash
Count: 1
\$12 - \$15



Efferdent
denture tabs
Count: 1
\$8 - \$11



Fixodent denture
adhesive
Count: 1
\$10 - \$13

Product	Price*
Gum floss picks mint 90 count	\$5 - \$8
Gum interdental gum brushes	\$15 - \$18
Interplak toothbrush rechargeable cordless	\$36 - \$39
Kiseer denture case	\$12 - \$15
Oral B toothbrush, 4 pack	\$12 - \$15
Philips rechargeable toothbrush	\$34 - \$37
Sensodyne sensitive toothpaste	\$10 - \$13
Sensodyne whitening toothpaste	\$8 - \$11
Uouovo denture brush	\$10 - \$13

*Prices may vary depending on the selected brand, size, and quantity of products.

Personal hygiene



Scan
to order!

Product categories

- Beauty shampoo, conditioner, & treatments
- Facial cleansers
- Hand & body cleansing
- Bath products
- Sun tanning
- Sun protection

Examples



American Crew men's conditioner

Count: 1

\$12 - \$15



Carmex lip balm

Count: 1

\$8 - \$11



Carol's Daughter black vanilla sulfate free shampoo and conditioner set for curly, wavy or natural hair

Count: 1

\$25 - \$28



CeraVe face wash

Count: 1

\$24 - \$27



Cetaphil face wash

Count: 1

\$22 - \$25



Conair brush

Count: 1

\$5 - \$8

Product	Price*
Degree men's deodorant	\$13 - \$16
Dermal sheet face mask	\$21 - \$24
Dove men's shampoo	\$11 - \$14
Dove shampoo and conditioner set - kids love collection, curly and wavy hair products 17.5 oz, 2 piece set	\$26 - \$29
Dove women's deodorant, 2 pack	\$9 - \$12
Dove women's shampoo	\$8 - \$11
Evmlly long handled bath sponges, 2 pack	\$19 - \$21
Gold Bond diabetic foot lotion, urea	\$16 - \$19
Goody comb	\$4 - \$7
Hand sanitizer with aloe	\$9 - \$12
Method women's conditioner	\$12 - \$15
OGX Quenching + Coconut Curls Curl-Defining Conditioner	\$13 - \$16
OGX Quenching + Coconut, Curl-Defining Shampoo	\$13 - \$16
Pond's face wash	\$6 - \$9
Purell hand sanitizer, 3 pack	\$19 - \$21
Scrubzz bathing wipes	\$13 - \$16
St. Ives facial moisturizer	\$10 - \$13
Vaseline body lotion	\$10 - \$13

*Prices may vary depending on the selected brand, size, and quantity of products.

Sensory and compression clothing



Scan
to order!

Product categories

- Shirts
- Shorts
- Robes
- Pajamas
- Jackets
- Slippers

Examples



Beister compression socks
Count: 1
\$24 - \$27



Carole Martin women's
front clasp bra
Count: 1
\$20 - \$23



Dreamcrest women's
house coat
Count: 1
\$24 - \$27



Fruit of the Loom men's
boxer underwear
Count: 1
\$25 - \$28



Fruit of the Loom men's
briefs underwear
Count: 1
\$25 - \$27



Fruit of the Loom men's
pajama set
Count: 1
\$27 - \$30

Product	Price*
Gerri sleeves	\$27 - \$35
Hanes men's ankle socks	\$15 - \$17
Hanes men's cotton pull on pants	\$27 - \$30
Hanes men's cotton pull on shorts	\$21 - \$24
Hanes men's crew socks	\$15 - \$17
Hanes women's ankle socks	\$16 - \$18
Hanes women's cotton pull on pants	\$32 - \$35
Hanes women's crew socks	\$17 - \$20
Jnriver men's cotton t-shirts	\$15 - \$17
Jnriver women's cotton t-shirts	\$15 - \$18
NY Threads men's robe	\$33 - \$35
Playtex women's back clasp bra	\$54 - \$57
PrinStory women's pajamas	\$27 - \$31
Tugege women's nightgown	\$22 - \$25
U2SKIIN women's robe	\$27 - \$30
Women's cotton pull on shorts	\$25 - \$28
Women's underwear	\$23 - \$26

*Prices may vary depending on the selected brand, size, and quantity of products.

**Fastest Delivery Method**

Order your OTC products online through the website at www.thehelperbees.com/keycare or scan this QR code with your smartphone camera.

To order by mail - fill out your personal information

For orders by mail, fill out the information below and use the back of this form to order products. Mail orders will be processed in 5-7 days.

Only this form can be used for orders. Alternate or non-standard forms are not acceptable and can result in an order not being placed. To ensure your order is processed correctly please write **LEGIBLY** and use **BLACK INK ONLY**.

Member ID

Date of birth

First name

Last name

Street #

Street name

Apt./Suite #

City

State

Zip code

Phone

Email

Send the completed order form using to:

The Helper Bees

3310 W Braker # 300-644

Austin, TX 78758

I understand that the phone numbers and/or emails I provided on this form may be used by KeyCare or any of its contracted parties to contact me about my account, my health benefit plan or related programs, or services provided to me.

IMPORTANT: Due to the added time to receive your request by mail, we encourage you to allow extra time when mailing your order. Your order will be processed in the benefit period that it is received. If you want your order applied to the current benefit period, we recommend placing your order online or by the phone.

IMPORTANT: Only this form can be used for orders. Alternate or non-standard forms are not acceptable and can result in an order not being placed. To ensure your order is processed correctly please write **LEGIBLY** and use **BLACK INK ONLY**.

Order your products

ITEM#	DESCRIPTION	PRICE	QUANTITY	TOTAL
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
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_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
TOTAL ORDER AMOUNT				\$ _____

Applicable sales tax may be added to the order total and deducted from your available balance.

NOTE: Order forms will be processed during the benefit period in which they are received.

If you have any questions or need assistance placing your order, please call The Helper Bees customer service at **1-833-284-2432 TTY:711** 8AM - 8PM, Monday - Friday, local time. Language support services are available free of charge.

IMPORTANT: Only this form can be used for orders. Alternate or non-standard forms are not acceptable and can result in an order not being placed. To ensure your order is processed correctly please write **LEGIBLY** and use **BLACK INK ONLY**.

Order your products

ITEM#	DESCRIPTION	PRICE	QUANTITY	TOTAL
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
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_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
TOTAL ORDER AMOUNT				\$ _____

Applicable sales tax may be added to the order total and deducted from your available balance.

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 Language support services are available free of charge.

Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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