

Frequently asked questions:

Where can I find my member ID number?

It can be found on the front of your health plan ID card. Refer to page 10 for additional instructions on how to locate it.

What is the Over-the-Counter (OTC) benefit?

The benefit lets you get over-the-counter items by going to any allowed stores. You can also order by phone at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 8 AM - 10 PM Central time or online at <https://www.cvs.com/benefits>. You order from a list of approved items, and it will be sent to your address.

How much is my OTC benefit?

The amount depends on your benefit plan. Check your plan documents or call OTC Health Solutions at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 8 AM - 10 PM Central time.

How often can I use my OTC benefit?

Your OTC benefit can be utilized multiple times throughout the quarter. Quarterly benefit periods are distributed as follows:

- Quarter 1 (January, February and March)
- Quarter 2 (April, May and June)
- Quarter 3 (July, August and September)
- Quarter 4 (October, November and December)

Can I carry over unused benefit amount to the next benefit period?

Benefit amounts do not carry over.

Can I order more than my benefit amount?

You may exceed your allowance and pay out-of-pocket for the difference at an eligible CVS Pharmacy® store and when ordering online. You may not exceed your quarterly allowance and pay the difference out-of-pocket when ordering items through OTC Health Solutions Customer Service or when ordering through the Interactive Voice Response (IVR) system.

Are all items available at the stores?

Not all items are available in stores. Items marked with a “☒” in the catalog can only be ordered over the phone or online.

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

There is no limit on the number of items you may order. You can order up to nine of the same item, per quarter. There are some items that have special limits. These are marked with a “★” or “■” in the catalog.

How long will it take to receive my order?

Most orders will arrive in less than 7 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 OTC Health Solutions at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 8 AM - 10 PM Central time.

Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use the automated IVR system or talk to an agent.

How do I confirm my order was placed?

Once the order is placed, you will receive an order number. Access to order history is also available in the portal/app. Always keep your order number.

Can I track my order?

You can use our automated IVR system to track an order. If your phone number or email was added to your account, you will also receive email/text updates. You can also view tracking information through our OTCHS portal/ app.

How can I receive another copy of this booklet?

You will get a digital copy of the booklet when you receive status updates through email or text. You can also order a copy using our automated IVR system, talking to an agent, or by printing one from the plan web page. A digital copy will also be available in the support section of the portal/ app.

Where can I get additional information about the products?

In this booklet you will find SKU numbers that can be used at <https://www.cvs.com> to look up the images and item details.

How will the items be shipped?

Items are shipped via UPS to your home at no cost to you.

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 program.

What is the IVR used for?

You can always use our automated IVR system 24/7 to:

- Place an order
- Track an order
- Cancel an order
- Hear benefit information
- Order a booklet

Additional notes:

- To order certain vitamins, it is advised that you talk to your doctor before you place an order. These are called “dual-purpose items” which are marked with a “▶”.
- Items in this booklet are for personal use and can only be ordered for the member.

**If you have not received your items within 14 days after ordering, please call:
1-888-628-2770 (TTY: 711), Monday to Friday, 8 AM to 10 PM Central time.**

