

Frequently asked questions (FAQs)

1. When are my benefits available?

The quarterly benefit for your plan is loaded onto your card on the 1st of each calendar quarter. Keep this card. Your benefits will reload each quarter.

2. How can I check my balance?

Sign in to mybenefitscenter.com or call **1-855-788-3466 (TTY: 711)**.

3. What if my card is lost or stolen?

For a replacement card call **1-855-788-3466 (TTY: 711)** Monday to Friday, from 8 AM to 10 PM, Central time.

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

Funds expire at the end of each quarter. Unused amounts expire and do not roll over into the next quarter.

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

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

6. What if my card is denied?

Please double check that your card is active and has a balance. If you continue to experience a denial, call **1-855-788-3466 (TTY: 711)**.

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

There is no limit on the number of items you can order. However, there are select items that are only available once per year. These items are marked with a (1) in the catalog.

8. Can I order more than my benefit amount?

You can't order more than your benefit amount by phone or online. However, you may go over your benefit amount at any allowed CVS Pharmacy® store and pay the difference out-of-pocket.

9. 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 OTC Health Solutions at **1-855-788-3466 (TTY: 711)** Monday to Friday, from 8 AM to 10 PM, Central time.

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10. Can I cancel my order once it has been placed?

Orders cannot be canceled.

11. How will the items be shipped?

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

12. 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 this program.

13. What if I return an item?

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

14. Can I use my card at other retailers?

Yes, there are 68k locations nationwide. Retailers can be found under locations on mybenefitscenter.com or through the OTC Network app.

15. Do I have to pay for taxes?

Yes, your order is subject to your local sales tax.

16. Can I use coupons with my benefit card?

Yes, you can use coupons with your benefit card in store only.

17. Do I need a PIN number to checkout?

No, a PIN number is not required at checkout.

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.

