



Over-The-Counter Health Solutions®

We want to make setting up your account as smooth as possible. Please take a moment to read through the details below carefully.

Troubleshooting: Creating an account

Create your Over-The-Counter Health Solutions account in four simple steps. Then, create one for each of your dependents (if applicable):

Step 1

1

Go to the OTCHS website and click on the Create an Account button

[Click to create an account](#)

Step 2

2

Enter an email address for the member you are registering

Don't forget: each eligible member needs to create their own account with a unique email address of their choice. First time users must create an account

Step 3: Enter your information

Enter your information

- Full name as it appears on your Aetna ID.
- Member ID
 - Each member must include the two-digit identifier at the end of their ID. Be sure to omit all spaces when entering ID

3

Example:

Member ID +

Member Identifier

Jennifer Q:
W12345678901

Jonathan Q:
W12345678902



- Date of Birth
- Zip Code
- Cell phone number

Step 4

4

Create a password for your new account.

[Click to create an account](#)

[Click to see catalogs on page 2](#)

Over-The-Counter Health Solutions®

Select your catalog:



Value Catalog

\$25 per quarter for medical members

[English](#)

[Spanish](#)



Enhanced Catalog

\$50 per quarter for medical members

[English](#)

[Spanish](#)



Dental & Vision Catalog

\$50 per year for dental and vision subscribers

[English](#)

For Assistance

If you need help with any of these processes, including creating an account, call OTC Health Solutions customer service Monday – Friday from 9 AM to 8 PM local time.

1-888-628-2770 (TTY: 711)

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