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):

1

Step 1

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

Click to create an account

2

Step 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

3

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

Example:

Member ID +
Member
Identifier

Jennifer Q:
W12345678901

Jonathan Q:
W12345678902

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PLAN SPONSOR NAME LINE ONE
PLAN SPONSOR NAME LINE TWO
GRP: 111111-011-00101
ISSUER (80840) 9140860054
ID W1234 56789
01 JENNIFER Q SAMPLE-TESTCARD
02 JONATHAN Q SAMPLE-TESTCARD
03 CAITLIN Q SAMPLE-TESTCARD
04 EMILY Q SAMPLE-TESTCARD
05 KARA Q SAMPLE-TESTCARD

- Date of Birth
- Zip Code
- Cell phone number

4

Step 4
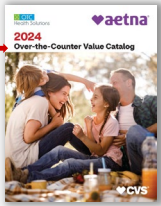
Create a password for your new account.

Click to create an account

Click to see catalogs on page 2

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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 members

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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