

# Frequently Asked Questions (FAQs)

## What is the over-the-counter (OTC) benefit?

The OTC benefit offers you a way to get select over-the-counter health and wellness products. You order from a list of eligible OTC items in the catalog. Then, OTC Health Solutions® (OTCHS) will mail them directly to your home address or P.O. Box. You can also go to any CVS Pharmacy® store to use your benefit except CVS Pharmacy locations inside Target or Schnucks stores.

## How do I use the OTC benefit?

### 1. At CVS Pharmacy® locations

You can pick up your OTC items at any CVS® stores with the exception of CVS pharmacy inside Target and Schnuck stores. To find your nearest location, go to [CVS.com/storelocator](https://www.cvs.com/storelocator).

### 2. Online

The fastest and easiest way to order 24/7 is to visit [CVS.com/otchs/myorder](https://www.cvs.com/otchs/myorder). Online orders must be submitted by 11:59 PM ET to be placed for that day.

### 3 Phone

Call **1-833-331-1573 (TTY: 711)** to place your order. You can order 24/7 via our interactive voice response (IVR) system or speak to a live agent from 9 AM–8 PM, local time (except Hawaii) Monday–Friday.

## I need my member ID to place an order. Where can I find it?

You can find it on your health plan ID card.

## Will I receive an OTC card for this benefit?

No, you will not receive an OTC card and/or vouchers. OTCHS tracks your benefits. You can get information about your balance and more via phone by calling **1-833-331-1573 (TTY: 711)**. Or online by visiting [CVS.com/otchs/myorder](https://www.cvs.com/otchs/myorder).

## Will my benefit change in 2024?

Your benefit amount may have changed depending on your plan. Check your plan documents or call OTCHS at **1-833-331-1573 (TTY: 711)** to find out about your amount.

## How much is my OTC benefit?

The amount depends on your benefit plan. Check your plan documents or call OTCHS at **1-833-331-1573 (TTY: 711)**.

## How many orders can I place?

You can place as many orders per month (if you have a monthly benefit) or per quarter (if you have a quarterly benefit) up to the benefit allowance.

## Can I carry over unused benefit amounts to the next benefit period?

Unused quarterly benefit amounts do not roll over to the next quarter. The quarterly benefit is based on a calendar year quarter: January–March, April–June, July–September and October–December.

For members with a monthly benefit, unused monthly amounts do not roll over to the next month.

## How long will it take to receive my order?

You will receive your order in about 5 days.

## Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order or if you received a damaged or incorrect item, please call OTCHS at **1-833-331-1573 (TTY: 711)** within 30 days after receiving your order. We will ship you a replacement item. No other returns or exchanges are allowed.

## What happens if an item I ordered or an item I want is out of stock?

- If the item is out of stock when you try to place an order, you won't be able to order it.
- If an item goes out of stock after you order it, we'll put it on backorder and ship it to you as soon as it becomes available.
- If you have an email associated with your OTC account, you'll receive an email advising the product is delayed.
- If your items are shipped and there are some missing items, the packing slip will show those missing items.

- You can call OTCHS Member Services at **1-833-331-1573 (TTY: 711)** for the status or to request a replacement order.

This applies to phone and online orders.

### **While in store, can I obtain items that are not in the catalog but are similar to the items in the catalog?**

You can only obtain eligible items listed in the approved OTC catalog. The item code and SKU number must match for the item to be covered under the OTC benefit.

### **Can I cancel my order once it has been placed?**

You can only cancel orders within 30 minutes after being placed online or over the phone.

### **How do I confirm my order was placed?**

Once the order has been completed, you'll receive a confirmation number. Always make sure to receive and keep your confirmation number.

### **Can I track my order?**

You can opt in to receive tracking information via email or text. Simply advise an OTCHS agent when placing your order. If you order online, you will automatically be set up to receive tracking information.

### **How can I get another copy of the catalog?**

You'll receive a digital version of the catalog with every tracking email/text. You can also contact Aetna® Member Services at the number on your ID card to request a printed copy.

### **Where can I get more information about the products?**

The catalog includes SKU numbers. You can use them at [CVS.com](https://www.cvs.com) to search for product images and get more information such as ingredients.

### **How will the items be shipped?**

Items are shipped via UPS to your home or P.O. Box at no added charge to you. Please allow about 14 days for delivery.

### **Who can I call if I have questions?**

You may call OTCHS at **1-833-331-1573 (TTY: 711)** from 9 AM–8 PM, local time (except Hawaii) Monday–Friday.

### **Where can I find the catalog online?**

To find the catalog corresponding to your plan, please follow the next steps:

#### **1. Access the URL below**

[AetnaMedicare.com/myOTC](https://AetnaMedicare.com/myOTC)

#### **2. Select the plan name from the drop-down menu. Your applicable OTC catalog will populate below.**

#### **3. Click on the 2024 OTC catalog to open it up and view it online**