

# 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® retail store to use your Aetna® Medicare payment card administered by PayFlex® to purchase items. CVS Pharmacy® locations at Target are not eligible.

## How do I use the OTC benefit?

### 1. In store

You can purchase your OTC items at any CVS Pharmacy retail store location using your Aetna Medicare payment card administered by PayFlex. 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 number to set up my OTCHS account for online orders. Where can I find it?

You can find it on your health plan ID card.

## Will I receive a payment card for this benefit?

Yes, you will receive an Aetna Medicare payment card administered by PayFlex for this benefit. You can get information about your balance and more via phone by calling **1-833-331-1573 (TTY: 711)**. Or go online to [CVS.com/otchs/myorder](https://www.cvs.com/otchs/myorder), the PayFlex member portal or the PayFlex Mobile® app.

## How do I download the PayFlex Mobile® app?

You can download the PayFlex Mobile app for your iPhone® or Android™ device.

- It's available on the App Store™ or the Google Play™ store. Just look up PayFlex Mobile using your smartphone.

1. Download the app.
2. Log in with your PayFlex® username and password to check balances, transactions and more.

There is no fee to download the PayFlex Mobile app. Anyone with a PayFlex account can use it for free.

## How do I use the barcode scanner on the PayFlex Mobile app?

After you log in to the PayFlex Mobile app, you can find **Eligible Expense Scanner** on the home page to scan items while you're in the CVS Pharmacy® store to see if they're eligible. Or tap HELP to access the **Eligible Expense Scanner**.

## Can I submit a claim using the PayFlex Mobile app?

Yes, you can submit a claim through the PayFlex Mobile app if you want to reimburse yourself for an expense.

1. After you log in, select **Manage Funds** to get started.
2. When sending documents with your claim, simply take a picture and upload it through the PayFlex Mobile app.

## Is the PayFlex Mobile app secure?

Yes. Here are a few of the ways we make your security our priority:

- Log in with secure fingerprint or facial recognition.
- Get protected access to your account information.
- Use the same secure PayFlex username and password you use on our website.

## What if I have trouble signing into my PayFlex Mobile app?

Tap on **Trouble logging in?** on the log-in page. Or call **1-833-570-6670 (TTY: 711)**.

## 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 have a quarterly benefit. You can order as many times up to your benefit allowance amount per quarter.

### **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.

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

You will receive your order in about 14 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 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 only.

### **Can I only purchase items listed in the catalog at CVS Pharmacy® stores?**

No. While shopping at CVS Pharmacy stores, there are other products eligible for purchase. Please refer to the category listing above. Or you can scan items in the store to see if they are eligible using the Eligible Expense Scanner on the PayFlex Mobile® app. Your Aetna® Medicare payment card will indicate eligible items when you swipe your card.

### **Can I cancel my online or phone 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 receive another copy of the catalog?**

You can 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. For questions related to the Aetna Medicare payment card, please call the number on the payment card.

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

To find the catalog corresponding to your plan, please follow the steps below.

Just visit [AetnaMedicare.com/myOTC](https://www.AetnaMedicare.com/myOTC) to get to the landing page.

1. On the landing page, select the Plan Year 2024.
2. Select the plan name from the drop-down menu. All applicable plan documents will populate below.
3. Click on the 2024 OTC catalog to open it up and view it online.