

# Frequently asked questions (FAQs)

## About your over-the-counter benefit

### **Is there a return policy?**

Due to the personal nature of the products, no returns or exchanges are allowed. If your order hasn't arrived, or if any of your items were defective or damaged, please call OTC Health Solutions at **1-888-628-2770** (TTY 711) within 30 days of placing your order to get a replacement item.

### **How much is my OTC benefit?**

The amount depends on your benefit plan. To find out how much you get each quarter (every 3 months), check your plan documents, text us at **866-85**, or call us at **1-800-338-6833** (TTY 711).

### **How often can I use my OTC benefit?**

You can use your OTC benefit multiple times throughout the quarter, as long as you don't go over your benefit amount.

### **Can I carry over any unused benefit amount to the next quarter?**

No. Unused benefit amounts do not roll over to the next quarter. New quarters start in January, April, July, and October.

### **Can I order more than my benefit amount?**

You can't order more than your benefit amount online or by phone. When you shop in-store, you can get more than your benefit amount and pay the difference out of pocket. That means if a product costs more than your benefit amount, and it's not available in stores, you can't use your benefit to buy it.

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## About the items in the catalog

### **Are all items available at the stores?**

Not all items are available in stores. Items marked with a 📞 can only be ordered over the phone or online.

### **Is there a limit on the number of items I can order?**

There is no limit on the number of items you may order. But you can't order more than 9 of any single item in a quarter. There are some select products that have special limits and these are marked with a ★ or ■.

### **Where can I get more information about the products, like ingredient lists?**

Go to [www.cvs.com](http://www.cvs.com) and use the SKU number listed with your product to search for the item you're looking for.

## Phone and online orders

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

Once your order is completed, you'll get a confirmation number.

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

Only if you placed the order less than 30 minutes ago. Once it's been longer than 30 minutes, you can't cancel your order.

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

Yes! You can get tracking information by email or text. When you place your order, just let your agent know that you'd like to get alerts and they can make sure you're opted in.

### **How will my order ship and how long will it take?**

Items are shipped via USPS at no charge to you. Delivery usually takes 5 to 7 days, though it may take a bit longer during busy times. Orders shipping to Hawaii may take up to 21 days.

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## Using your benefit in-store

### What stores can I shop at with this benefit?

You can shop at any standalone CVS Pharmacy®, CVS Pharmacy y mas®, Navarro®, or Longs Drug® store. Find the store closest to you at [www.cvs.com/benefits](http://www.cvs.com/benefits). Note: CVS stores inside Target or Schnucks do **not** participate.

### How can I find eligible items in the store?

Look for “OTCH” on the shelf label, followed by the 6-digit SKU number. To make sure it’s the right product, check that the SKU number matches what’s listed in this catalog.

**OTCH Eligible**

**Look for “OTCH” followed by the 6-digit SKU number and match it to your plan catalog.**

CODE	SKU	PRODUCT	SIZE	PRICE
<b>Flu Remedies</b>				
C63	954401	Cold and Flu Severe Day and Night Relief Liquid, 2 Pack	12 oz	\$19
C64	895139	Cold, Flu and Sore Throat Relief Max Strength Liquid	6 oz	\$12
C65	548074	Maximum Strength Severe Cold Liquid	6 oz	\$12
C66	954406	Severe Daytime Liquid	12 oz	\$11
C67	180192	Severe Nighttime Liquid	12 oz	\$11

### How do I check out using the benefit?

Go to any register and tell the cashier you have OTC Health Solutions. Then give them your name and birth date so they can look up your account — or ask them to scan the digital barcode in your OTC Health Solutions mobile app.