

## Frequently asked questions:

### What is the Sharp Health Plan Advantage Card?

The Sharp Health Plan Advantage Card is a new preloaded debit card that you will use to access your OTC benefit. You can use the card to purchase eligible items over the phone, online, or in-store at participating retailers.

### When are my benefits available?

Benefits are available at the first of every quarter.

### How can I check my balance?

Sign in to [mybenefitscenter.com](https://mybenefitscenter.com). All your current benefits and available balances will show.

### How do I access my benefits?

You can use your card to make purchases after activating it. Your card may be used online, over the phone, or at participating retailers. Sign in to [mybenefitscenter.com](https://mybenefitscenter.com) using your card number and date of birth to check your balance or make purchases through our online catalog.

### When will I receive my card?

You will receive your card within 7-14 days of enrolling in an eligible plan. For members enrolling during the Annual Enrollment period, your cards will be mailed so that they arrive before January 1st of the benefit year.

### Can I use my card at other retailers?

Yes, there are 68k locations nationwide. Retailers can be found under locations on [mybenefitscenter.com](https://mybenefitscenter.com) or through the OTC Network app.

### What products can I purchase in CVS stores or other retailers?

Eligible OTC items are included in the following categories:

- Cold and flu remedies
- Allergy medication
- Digestive health
- Pain relief
- Vitamins and dietary supplements
- First aid supplies

### Can I use another form of payment along with my Sharp Health Plan Advantage Card if I don't have enough funds for purchase?

Yes, when using your card in-store at participating retailers.

### Do I lose benefits if I don't use them? What happens to unspent funds?

Your benefit allowance does not rollover. You will lose any unspent funds at the end of the quarter.

### Can I use my card at self-checkout in store?

Yes, you can use your card at self-checkout in store.

### What if my card is denied?

Please double check if the card is active and has balance available on the given benefit. You can also call us at **1-855-788-3466 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time.

### What if my card is lost or stolen?

You have to call **1-855-788-3466 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time.

## **The following questions apply only to catalog orders:**

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

There is no limit on the number of items you may order. You can order up to nine of the same item per quarter. There are some items that have special limits. These are marked with a “★” or “■” in the catalog.

### **How long will it take to receive my order when I place the order through the catalog?**

Most orders will arrive in less than 7 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days please call OTC Health Solutions at **1-855-788-3466 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time.

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

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can talk to an agent.

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

In this booklet you will find SKU numbers that can be used at <https://www.cvs.com> to look up the images and item details.

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

Items are shipped via UPS to your home at no cost to you.

### **Can I return items and receive cash as reimbursement?**

No, you receive an allowance from your health plan to spend on eligible OTC items, there are no cash reimbursements allowed through program.

### **What if I return an item?**

Your returned item will reflect the credit on your account to be used only for OTC items.

### **Additional notes:**

- To order certain vitamins, it is advised that you talk to your doctor before you place an order. These are called “dual-purpose items” which are marked with a “▶”.
- Items in this booklet are for personal use and can only be ordered for the member.

**If you have not received your items within 14 days after ordering, please call: 1-855-788-3466 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.**

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