

Common Questions

About your over-the-counter benefit

How much is my OTC benefit?

The amount depends on your Imperial benefit plan. For a list of complete benefits please refer to your Evidence of Coverage (EOC) on Imperial's website at www.imperialhealthplan.com. You can also call 1-855-AND-MORE (1-855-263-6673, TTY: 711) from 8am - 8pm PT, Monday to Friday.

How can I check my remaining OTC benefit?

You can check your remaining OTC benefit online at andmorehealth.com or by calling 1-855-AND-MORE (1-855-263-6673, TTY: 711) from 8am – 8pm PT, Monday to Friday.

What items can I purchase with my OTC benefit?

- **Online or phone:** When shopping online or by phone, refer to the items listed in this catalog which represent a complete list of available items
- **In store:** When shopping in store, you may select from a wide variety of OTC items. Use the list below to help you create your shopping list. Item availability and pricing may differ store to store. If you have questions about item eligibility, call 1-855-AND-MORE (1-855-263-6673, TTY: 711) from 8am – 8pm PT, Monday to Friday

Eligible OTC items in-store include (but may not be limited to):	Non-eligible OTC items in-store include (but may not be limited to):
<ul style="list-style-type: none">✓ Cold, flu, and allergy✓ Dental and denture care✓ Diabetes care✓ Digestive health✓ First aid supplies✓ Eye and ear care✓ Foot care✓ Home diagnostic & patient aids✓ Incontinence supplies✓ Pain relief✓ Sleep aids✓ Supports and braces✓ Vitamins and dietary supplements	<ul style="list-style-type: none">✗ Deodorants and antiperspirants✗ Foods or meal replacement items✗ Mouthwashes, bad breath remedies, and teeth whiteners✗ Insoles and arch supports✗ Birth control medications and contraceptives✗ Herbal supplements, probiotics, and alternative medications✗ Lotions, facial creams and other cosmetic items✗ Household items including hand soaps, razors, etc.✗ Baby diapers, formulas, and other childcare products✗ Scales, fans, magnifying glasses, ear plugs, and gloves✗ Sugar / salt supplements, energy bars, liquid energizers, protein bars, power drinks✗ Hearing aid batteries, contact-lens containers, etc. when not factory packaged with the original item

Is there a mail-order form for OTC products?

There is no mail-order form. However, you can easily use your OTC benefit by phone, online, or in-store.

Why can't I shop at CVS at Target?

We're sorry for the inconvenience! While CVS runs the pharmacy section of Target, the OTC products are outside of their storefront and are managed by Target. They are not part of the Imperial & more network at this time.

How often can I use my OTC benefit?

Your OTC benefit can be utilized multiple times throughout the benefit period so long as you do not exceed your benefit allowance.

Can I carry over unused benefit amount to the next benefit period?

Benefit amounts do not carry over from quarter to quarter.

Can I order more than my benefit amount?

You cannot exceed your benefit amount online or by phone. However, when shopping in eligible retail stores, you may pay the difference between items purchased and your benefit amount with another form of payment such as cash or debit/credit card.

Can I use this benefit for friends and family?

This benefit is only for you and cannot be used for your family or friends.

Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed for online and phone orders delivered to your home. If you haven't received your order or if you received a defective or damaged item, please call 1-855-AND-MORE (1-855-263-6673, TTY: 711) 8am - 8pm PT, Monday to Friday within 30 days of placing your order. If your item is not in stock, an item of similar or greater value may be substituted in your order.

Returns of in-store OTC products will be handled at the specific retailer's discretion.

Note: Orders for each benefit period must be placed by 8:59 pm PT on the last day of the benefit period. For example, OTC orders for Quarter 1 must be placed by 8:59 pm PT on March 31.