Frequently asked questions:

Where can I find my member ID number?
It can be found on the front of your health plan ID card.

What is the benefit?
The OTC benefit offers you an easy way to get generic over-the-counter health and wellness items by going to any OTC Health Solutions-enabled CVS Pharmacy® store. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at **https://www.cvs.com/otchs/abhva**. You order from a list of approved OTC items, and OTC Health Solutions will mail them to your home address.

How much is my OTC benefit?
You have $20 per month.

How often can I use my OTC benefit?
Your OTC benefit can be used once throughout the month.

Can I carry over unused benefit amount to the next benefit period?
Unused benefit amounts do not roll over to the next month.

Can I order more than my benefit amount?
You cannot order more than your benefit amount online or by phone. However, you may go over your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy® store and pay the difference out of pocket.

Are all items available at the stores?
Not all items are available in stores. Items marked with a "⊙" in the booklet can only be ordered over the phone or online.

How long will it take to receive my order?
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 1-888-628-2770 (TTY: 711).

Can I cancel my order once it has been placed?
Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use our automated IVR system or talk to an agent.

How do I know if my order was placed?
Once the order has been placed, you will receive a confirmation number. Always make sure to receive and keep your confirmation number.

Can I track my order?
You can use our automated IVR system or opt in to receive tracking information by email or text. Simply advise an agent when placing your order.

How can I order another booklet?
You will receive a digital version of the booklet with every tracking email/text. You can also call Member Services with the number on your ID card to request one.

Where can I get more information about the items?
In this booklet you will find SKU numbers that can be used at **https://www.cvs.com** to look up the images and ingredient information.

How will the items be shipped?
Items are shipped via USPS to your home at no charge to you.

More notes:

- Remember to consult with your primary care physician before you begin using over-the-counter medications.
- Items in this booklet are for personal use and may be ordered only for the enrollee.

If you have not received your items within 14 days after ordering, please call: 1-888-628-2770 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.

OTC Health Solutions

CVS®