

Frequently Asked Questions (FAQs)

Where can I find my member ID number?

You can find it on your health plan ID card.

What is the over-the-counter (OTC) benefit?

The OTC benefit offers you an easy way to get generic over-the-counter health and wellness products through select CVS retail locations, by phone or online at [cvs.com/otchs/myorder](https://www.cvs.com/otchs/myorder). You order from a list of approved OTC items, and OTC Health Solutions will mail them directly to your home address.

How much is my OTC benefit?

The amount depends on your benefit plan. Check your plan documents or call OTC Health Solutions at **1-833-331-1573 (TTY: 711)**.

How often can I use my OTC benefit?

Your OTC benefit can be utilized without exceeding your benefit amount:

- Once (1) per month if you have a monthly benefit.
- Twice (2) per quarter if you have a quarterly benefit.

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

Unused benefit amounts do not roll over.

Can I order more than my benefit amount?

You cannot exceed your benefit amount online or by phone.

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

There is no limit on the number of items you may order. There are quantity limits of:

- Five (5) per any single item on monthly orders
- Fifteen (15) per any single item on quarterly orders

These quantity limits do not apply to blood pressure monitors, which are limited to one per year.

How long will it take to receive my order?

You will receive your order within 7-10 business days.

Is there a return policy?

If you receive a damaged item, please call OTC Health Solutions at **1-833-331-1573** within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

Who can I call if I have questions?

You may call us at **1-833-331-1573 (TTY: 711)** from 9 AM to 8 PM ET Monday through Friday.