

## **Frequently Asked Questions (FAQs)**

### **Where can I find my member ID number?**

It can be found on the front of 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 by mail. You order from a list of approved OTC items and we 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 us at 1-888-628-2770 (TTY: 1-877-672-2688).

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

The order frequency depends on your benefit plan. Check your plan documents or call us at 1-888-628-2770.

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

Unused benefit amounts do not roll over to the next benefit period.

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

You cannot exceed your benefit amount.

### **Can I place partial orders?**

No, you must submit the full order at once or lose the remaining balance.

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

There is a quantity limit of five (5) of the same item, per order, with the exception of the blood pressure monitors, which are limited to one (1) 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 1-888-628-2770 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 1-888-628-2770 (TTY: 1-877-672-2688) from 9:00 a.m. to 8:00 p.m., E.S.T. Monday through Friday.