

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 going to any OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at cvs.com/otchs/aetnala. 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?

You have \$25 per month.

How often can I use my OTC benefit?

Your OTC benefit can be utilized twice throughout the month not to exceed your \$25 allowance.

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 exceed your benefit amount online or by phone. However, you may exceed your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® 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 catalog can only be ordered over the phone or online.

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 is, however, a quantity limit of 3 per any single item, per month. There are some select products that have special limits and these are marked with a “★” or “■” in the catalog.

How long will it take to receive my order?

You will receive your order within 14 days after it was placed.

Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order or if you received a defective or damaged item, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711) within 30 days of placing your order to receive a replacement item.

Who can I call if I have questions?

You may call us at 1-888-628-2770 (TTY: 711) from 9 AM to 8 PM CST Monday through Friday.