

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 through select CVS retail locations, by phone or online at [cvs.com/otchs/aetnatx](https://www.cvs.com/otchs/aetnatx). 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, per family/household.

How often can I use my OTC benefit?

Your OTC benefit can be utilized multiple times throughout the month, not to exceed your \$25 monthly 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 in a CVS retail location and pay the difference out of pocket.

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 a quantity limit of three (3) per any single item, per month, 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 OTC Health Solutions at 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: 711) from 8:00 a.m. to 7:00 p.m. CST, Monday through Friday.