

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 1-866-528-4679 (TTY: 711) or online at [cvs.com/otchs/allwell](https://www.cvs.com/otchs/allwell). 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 1-866-528-4679 (TTY: 711).

How often can I use my OTC benefit?

Your benefit can be used only once per benefit period. Therefore, you must submit the full order or lose the remaining balance.

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 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. Please, keep in mind, if you are only allowed one order per benefit period and you will not be able to split your order therefore, you will have to place the full order by 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 for monthly benefits or 9 per any single item for quarterly benefits. 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 1-866-528-4679 (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 1-866-528-4679 (TTY: 711) from 9 AM to 8 PM local time Monday through Friday.