

Frequently asked questions (FAQs)

Where can I find my member ID number?

It can be found on the front of your medical plan member ID card.

What is the OTC items benefit?

The OTC items benefit offers you an easy way to order generic, over-the-counter health and wellness products by phone at **(888) 628-2770 (TTY: 711)** or online at **blueshieldca.com/medicareOTC**. You choose from a list of approved OTC items, and OTC Health Solutions will mail them directly to your home address. Not only is it convenient, but it also helps you lower your out-of-pocket costs for OTC items by using your benefit allowance amount.

How much is my OTC items benefit?

The benefit allowance amount depends on your Blue Shield plan. Check your plan documents or call OTC Health Solutions at **(888) 628-2770 (TTY: 711)**.

How often can I use my OTC items benefit?

You can use your OTC items benefit up to twice per quarter up to your benefit allowance amount. If you submit more than two orders per quarter, you will exceed your benefit allowance. Quarterly benefit periods are:

- Quarter 1 (January, February, and March)
- Quarter 2 (April, May, and June)
- Quarter 3 (July, August, and September)
- Quarter 4 (October, November, and December)

Can I carry over unused benefit allowance amounts to the next benefit period?

Unused benefit allowance amounts do not roll over to the next quarter.

Can I order more than my benefit amount (both number of orders and allowance amount)?

Your order total cannot exceed your benefit amount (number of orders and/or allowance amount), and we cannot accept payment to purchase items over your benefit. If your order exceeds the benefit amount, we cannot process your order.

How long will it take to receive my order?

Most orders will arrive in less than 7 business days. There may be exceptions during peak volume periods as well as for orders containing hazmat items. If you have not received your order within 14 days, please call us.

Can I cancel my order once it has been placed?

Orders can only be canceled within 30 minutes of being placed.

How do I confirm my order was placed?

Once the order has been placed, you will receive a confirmation number. Always make sure to keep your confirmation number.

FAQs (continued)

Can I track my order?

You can opt in to get tracking information via email or text; simply advise the agent when placing your order.

How can I receive another copy of this catalog?

You will receive a digital version of the catalog with every tracking email/text. You can also print a copy from the plan web page.

Where can I get additional information about the products?

In this catalog you will find SKU numbers that can be used at <https://www.cvs.com> to search for product images and obtain additional product information, such as ingredients.

How will the items be shipped?

Items are shipped via USPS to your home at no charge to you. Please allow up to 14 calendar days for delivery.

Additional notes:

- **Quantity limits:** There is no limit on the number of different products you may order. There is, however, a quantity limit of nine per any single item, per quarter. There are some select products that have special limits, and these are marked by a "★" or a "■."
- **Supplements:** To purchase certain vitamin and mineral supplements, your physician must recommend them to you for a specific diagnosed condition. These are called "dual-purpose items" and are marked with a "◆." Please speak with your physician before ordering these types of items.
- **Personal use only:** Products in this catalog are intended for personal use and may be ordered only for the enrolled member.

If you have not received your items within 14 calendar days of ordering, please call (888) 628-2770 (TTY: 711), Monday to Friday, 9 a.m. to 8 p.m. Pacific time.