

Frequently asked questions:

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® store. You can also order by phone at 1-866-528-4679 (TTY: 711), Monday to Friday, 9 AM to 8 PM ET, or online at <https://www.cvs.com/otchs/buckeyemmp>. 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 used only once throughout the month.

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® 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?

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 OTC Health Solutions at 1-866-528-4679 (TTY: 711) Monday to Friday, 9 AM to 8 PM ET.

Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being processed. To cancel an order you may use our automated IVR system or speak with an agent.

How do I confirm my order was placed?

Once the order is complete, you will receive a confirmation number. Always make sure to receive and keep your confirmation number.

Can I track my order?

You can use our automated IVR system or opt in to receive tracking information via email or text; simply tell the agent when placing your order.

How can I receive another copy of this catalog?

You will receive a digital copy of the catalog with every tracking email/text. You can also order a copy using our automated IVR system, calling OTCHS, or by printing one from the plan web page.

Where can I get more information about the products?

The SKU numbers in this catalog can be used at <https://www.cvs.com> to search for product images and product information such as ingredients.

How will the items be shipped?

Items are shipped via USPS to your home at no charge to you.

Additional notes:

- If you want to purchase certain vitamin and mineral supplements, it is recommended that you speak with your physician before placing an order.
- Products in this catalog are intended for personal use and may be ordered only for the member.

**If you have not received your items within 14 days after ordering, please call:
1-866-528-4679 (TTY: 711), Monday to Friday, 9 AM to 8 PM ET.**
