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 phone or online at **cvs.com/otchs/trillium**. 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 $60 per quarter.

How often can I use my OTC benefit?
Your benefit can be used only once per quarter. 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 quarter.

Can I order more than my benefit amount?
Your order total cannot exceed your benefit amount, and we cannot accept payment to purchase items over your benefit. Please note, if you exceed the allowable benefit, your order cannot be processed.

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 fifteen (15) per any single item, per quarter, with the exception of the Blood Pressure Monitors, which are limited to one (1) per year.

How long will it take to receive my mail 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 1-866-528-4679 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 1-866-528-4679 (TTY: 711) from 9:00 a.m. to 8:00 p.m., E.S.T. Monday through Friday.