

## 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 benefit?

The OTC benefit offers you an easy way to get generic over-the-counter health and wellness items. You can order by phone at 1-888-628-2770 (TTY: 711) or online at

<https://www.cvs.com/otchs/delawarefirsthealth>. You order from a list of approved OTC items, and OTC Health Solutions will mail them to your home address.

### How much is the benefit amount?

The benefit amount is \$30 per household, per quarter.

### How often can I use my OTC benefit?

Your OTC benefit can be used multiple times throughout the quarter. Quarterly benefit periods are distributed as follows:

- 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 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?

You cannot order more than your benefit amount online or by phone.

### Is there a limit on the number of items I can order?

There is no limit on the number of items you may order. You can order up to 9 units per any single item, per quarter. There are some items that have special limits. These are marked with a “★” or “■” in the booklet.

### How long will it take to receive my order?

Most orders will arrive in less than 7 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711).

### Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use our automated IVR system or talk to an agent.

### How do I know if my order was placed?

Once the order has been placed, 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 by email or text. Simply advise an agent when placing your order.

**How can I order another booklet?**

You will receive a digital version of the booklet 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 items?**

In this booklet you will find SKU numbers that can be used at <https://www.cvs.com> to look up the images and ingredient information.

**How will the items be shipped?**

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

**More notes:**

- To order certain vitamin and mineral supplements, it is recommended that you talk with your physician before placing an order.
- Items in this booklet are 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: 1-888-628-2770 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.**

