

Frequently asked questions (FAQs)

About your over-the-counter benefit

Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. If your order hasn't arrived, or if any of your items were defective or damaged, please call OTC Health Solutions at **1-888-628-2770** (TTY 711) within 30 days of placing your order to get a replacement item.

Where can I find my member ID number?

Your member ID number is on the front of your Devoted Health member ID card.

How much is my OTC benefit?

The amount depends on your benefit plan. To find out how much you get each quarter (every 3 months), check your plan documents, text us at **866-85**, or call us at **1-800-338-6833** (TTY 711).

How often can I use my OTC benefit?

You can use your OTC benefit multiple times throughout the quarter, as long as you don't go over your benefit amount.

Can I carry over any unused benefit amount to the next quarter?

No. Unused benefit amounts do not roll over to the next quarter. New quarters start in January, April, July, and October.

Can I order more than my benefit amount?

You can't order more than your benefit amount online or by phone. At a participating store, you can get more than your benefit amount and pay the difference out of pocket.

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About the items in this catalog

Are all items available at the stores?

Not all items are available in stores. Items marked with a 📞 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. But you can't order more than 9 of any single item in a quarter. There are some select products that have special limits and these are marked with a ★ or ■.

Where can I get more information about the products, like ingredient lists?

Go to www.cvs.com and use the SKU number listed with your product to search for the item you're looking for.

Phone and online orders

How do I confirm my order was placed?

Once your order is completed, you'll get a confirmation number.

Can I cancel my order once it has been placed?

Only if you placed the order less than 30 minutes ago. Once it's been longer than 30 minutes, you can't cancel your order.

Can I track my order?

Yes! You can get tracking information by email or text. When you place your order, just let your agent know that you'd like to get alerts and they can make sure you're opted in.

How will my order ship and how long will it take?

Items are shipped via USPS at no charge to you. Delivery usually takes 5 to 7 days, though it may take a bit longer during busy times. Orders shipping to Hawaii may take up to 21 days.

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Using your benefit in-store (not available in Hawaii)


What stores can I shop at with this benefit?

You can use your benefit at certain CVS Pharmacy®, CVS Pharmacy y mas®, and Navarro® stores. Not all CVS stores participate. Find the store closest to you at www.cvs.com/otchs/devoted/storelocator.

How can I find eligible items in the store?

Look for “OTCH” on the shelf label, followed by the 6-digit SKU number. To make sure it’s the right product, check that the SKU number matches what’s listed in this catalog.

Digestive health

			CODE	SKU	PRODUCT - SIZE
			D10	958326	DAILY FIBER SF - 10 OZ
			D11	348639	BISACODYL LAXATIVE TABLETS - 25 CT
			D12	672550	ANTI-DIARRHEAL TABLETS - 12 CT
			D13	703368	PINK BISMUTH CHEWABLE TABLETS - 30 CT
			D14	690256	ACID CONTROLLER TABS - 30 CT
			D15	139139	MOTION SICKNESS TABS - 12 CT

How do I check out using the benefit?

Go to any register and give the cashier your Devoted Health member ID card.