



Frequently Asked Questions (FAQs)

Where can I find my Member ID number?

It can be found on the front of your member 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 mail. You order from a list of approved OTC items and we mail them directly to your home address.

How much is my OTC benefit?

You have a benefit of \$25 per household per month.

How often can I use my OTC benefit?

The OTC benefit can be utilized multiple times throughout the month, not to exceed the \$25 per household monthly allowance amount.

Can I carry over unused benefits to next benefit period?

Unused benefits do not roll over to the next benefit period.

Can I order more than my benefit amount?

You cannot exceed your monthly benefit amount.

Can I place partial orders?

Yes, you may place partial orders, but only up to \$25 total per household per month.

Is there a limit for number of items I can order?

There is a limit of five (5) per item, per order, with the exception of the Blood Pressure Monitors, which are limited to one (1) per year.

How long will it take to receive my 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 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 1-833-331-1571 or TTY 1-877-672-2688 from 9:00 a.m. to 8:00 p.m., E.S.T. Monday through Friday.