

## 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. If your ID contains more than nine (9) digits, please use only the first nine (9) digits.

### **How much is my OTC benefit?**

The benefit amount is \$50 per quarter (every 3 months).

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

You have a quarterly benefit that can be used only once per quarter. Therefore, you must submit the full order or lose the remaining balance. Quarterly benefit periods are defined 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?**

Your order total cannot exceed your allowable benefit, 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, except if you order through the IVR system. There is, however, a quantity limit of nine per any single item, per quarter. There are also some select products that have special limits, and these are marked by a “★” or “■” in the catalog.

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

Orders can only be canceled within ONE HOUR after being processed.

### **How do I confirm my order was placed?**

Once the order has been completed, you will receive a confirmation number. Always make sure to receive and keep your confirmation number.

### **Can I track my order?**

You can opt in to receive tracking information via email or text; simply advise an agent when placing your order.

### **How can I receive another copy of the catalog?**

You will receive a digital version of the catalog with every tracking email/text. You can also print a copy from the GlobalHealth website at <https://www.globalhealth.com/pharmacy/order-otc/>.

**Where can I get additional information about the products?**

In the catalog you will find SKU numbers that can be used at CVS.com® to search for product images and obtain additional product information such as ingredients.

**How will the items be shipped?**

Items are shipped via USPS to your home at no charge to you. Please allow up to 14 days for delivery.

**Is there a return policy?**

Due to the personal nature of the products, no returns or exchanges are allowed. If you received a defective or damaged item, please call OTC Health Solutions at 1-888-628-2770 (TTY: 1-877-672-2688), Monday through Friday, from 9 AM to 8 PM CT, within 30 days of placing your order to receive a replacement item.

**Who can I call if I have questions?**

You may call us at 1-888-628-2770 (TTY: 1-877-672-2688) from 9 AM to 8 PM CT Monday through Friday.