

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 products by going to any OTC Health Solutions-enabled CVS Pharmacy store. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at

<https://www.cvs.com/otchs/hcgenerations>. 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 \$320 per quarter.

How often can I use my OTC benefit?

Your OTC benefit can be utilized multiple times throughout the quarter, not to exceed your benefit allowance. 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?

The benefit amount of \$320 per calendar quarter may be used by the member in the quarter it is received. Any unused portion of the quarterly benefit may be carried into the following quarter; however, if the unused portion is not used during that quarter, it will expire. Please note, any unused benefit amount from quarter 4 (October, November, December) will not carry over to the next plan year.

Can I order more than my benefit amount?

You cannot exceed your benefit amount online or by phone. However, you may exceed your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy store and pay the difference out of pocket.

Are all items available at the stores?

Not all items are available in stores. Items marked with a “⊙” in the catalog can only be ordered over the phone or online.

How long will it take to receive my order?

You will receive your order within 14 days after it was placed.

Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes 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 this catalog?

You will receive a digital version of the catalog with every tracking email/text. You can also print a copy from the plan web page.

Where can I get additional information about the products?

In this catalog you will find SKU numbers that can be used at <https://www.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.

Additional notes:

- There is no limit on the number of items you may order. There is, however, a quantity limit of nine per any single item, per quarter. There are some select products that have special limits and these are marked by a “★” or “■” in this catalog.
- In order to purchase certain vitamin and mineral supplements, your physician must recommend it to you for a specific diagnosed condition. These are called “dual-purpose items” which are marked with a “◆.” Please speak with your physician before ordering these type of items.
- Products in this catalog are intended for personal use and may be ordered only for the enrollee.

**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 MT.**

