

## 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 Over-the-Counter (OTC) 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®, CVS Pharmacy y mas®, or Navarro® store. You can also order by phone at 1-866-528-4679 (TTY: 711) or online at <https://www.cvs.com/otchs/healthnetwa-or>. 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?

The amount depends on your benefit plan. Check your plan documents or call OTC Health Solutions at 1-866-528-4679 (TTY: 711).

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

Your OTC benefit can be utilized three times throughout the quarter if you use the home delivery service, that is, if you order by phone or online. However, you can use your benefit unlimited times at any OTCHS-enabled CVS Pharmacy during 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 exceed your benefit amount online or by phone. However, you may exceed your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® 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.

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

There is no limit on the number of items you may order. There is, however, a quantity limit of 9 per any single item, per quarter. There are some select products that have special limits and these are marked with a “★” or “■” in the catalog.

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

Most orders will arrive in less than 7 business days. There may be exceptions during peak volume periods as well as for orders containing hazmat items. If you have not received your order within 14 days please call OTC Health Solutions at 1-866-528-4679 (TTY: 711).

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

Orders can only be cancelled within 30 minutes after being processed. To cancel an order you may use our automated IVR system or speak with an agent.

**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 use our automated IVR system or 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 contact Member Services with the number on your ID card to request one.

**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.

**Additional notes:**

- In order to purchase certain vitamin and mineral supplement, it is recommended that you speak with your physician before placing an order.
- 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: 1-866-528-4679 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.**

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