

OTC Health Solutions-Frequently Asked Questions (FAQs)

Where can I find my member ID number?

Your Member ID number can be found on the front of your health plan ID card.

What is the over-the-counter (OTC) benefit?

The OTC benefit is 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 place an order by phone at [1-888-628-2770 (TTY 711)] or online at [[cvs.com/otchs/magellanfl](https://www.cvs.com/otchs/magellanfl).] Once your order is placed from a list of approved OTC items, OTC Health Solutions will mail them directly to your home address within [14 days].

How much is my OTC benefit?

Your OTC benefit is [\$25] per month per household.

How often can I use my OTC benefit?

Your OTC benefit can be used as many times throughout the month as you need, but the total can't go over your [\$25 per month] limit.

Can I carry over an unused benefit amount to the next benefit period?

No. Unused benefit amounts do not roll over to the next month.

Can I order more than my benefit amount?

You cannot go over your benefit amount online or by phone. However, you may visit an OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store and pay the difference out of pocket if you go over your [\$25 monthly] limit.

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. However, there is a quantity limit of three per any single item, per month. There are also some select products that have special limits and these are marked with a “★” or a “■” in the catalog.

How long will it take to receive my order?

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

Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order or if you received a defective or damaged item, please call OTC Health Solutions at [1-888-628-2770 (TTY 711)] within [30 days] of placing your order to receive a replacement item.

Who can I call if I have questions?

You may call OTC Health Solutions at [1-888-628-2770 (TTY 711)] from [9 a.m. to 8 p.m. Eastern time Monday through Friday].

Magellan Complete Care is a Managed Care Plan with a Florida Medicaid contract.

Magellan Complete Care of Florida complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

This information is available for free in other languages and formats. Please contact our customer service number at 1-800-327-8613 (TTY 711) between 8 a.m. and 7 p.m. Eastern Time, Monday-Friday.

Esta información está disponible de forma gratuita en otros idiomas y formatos. Comuníquese con nuestro número de servicio al cliente al 1-800-327-8613 (TTY 711) entre las 8:00 am y las 7:00 p.m. Hora Del Este, de lunes a viernes.