

## 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.

### **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 through select CVS retail locations, by phone or online at [cvs.com/otchs/mmmfl](https://cvs.com/otchs/mmmfl). 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 1-888-628-2770 (TTY: 711).

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

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

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

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

### **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 in a CVS retail location and pay the difference out of pocket.

### **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 a quantity limit of five (5) per any single 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 at 1-888-628-2770 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 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 8:00 p.m., E.S.T. Monday through Friday.