

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 by going to any OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at cvs.com/otchs/molina. You order from a list of approved OTC items, and OTC Health Solutions will mail them to your home address.

How much is my OTC benefit?

You have \$25 per month per household.

How often can I use my OTC benefit?

Your benefit can be used only once per month. You must submit the full order or lose the remaining balance.

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

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

Can I order more than my benefit amount?

You cannot exceed your benefit amount online or by phone. 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 booklet can only be ordered over the phone or online. Keep in mind; if you are only allowed one order per month, you will not be able to split your order. You will have to place the full order by phone or online.

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

There is no limit on how many items you may order. You may order up to 3 units per any single item, per month. Some selected items have special limits. These are marked with a “★” or “■” in the booklet.

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?

If you receive a damaged item, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711) within 30 days after receiving your order. A replacement item will be sent. 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 AM to 8 PM EST Monday through Friday.