

Over-the-counter (OTC) benefit: Member frequently asked questions

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 Mail. You can order by phone at 1-833-331-1573 (TTY: 711) or online at [cvs.com/otchs/myorder](https://www.cvs.com/otchs/myorder). You order from a list of approved OTC items, and OTC Health Solutions will mail them directly to your home address. You can also use your OTC benefit at select participating OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store. You can visit [cvs.com/otchs/myorder/storelocator](https://www.cvs.com/otchs/myorder/storelocator) to find a store near you.

Where can I find my member ID number?

Members are required to provide their member ID number before ordering OTC items by phone, online or getting them in participating stores. Members can find their member ID number on the front of their health plan ID card.

Who can use this benefit?

The OTC benefit is available with select plans. Only the enrolled member can use this benefit.

How much is my OTC benefit?

The amount depends on your benefit plan. Check your plan documents or call OTC Health Solutions at 1-833-331-1573 (TTY: 711).

How often can I use my OTC benefit?

Your OTC benefit can be utilized without exceeding your benefit amount:

- One (1) order per month if you have a monthly benefit.
- Three (3) orders per quarter if you have a quarterly benefit.

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

Unused benefit amounts do not roll over.

Can I order more than my benefit amount?

No. Members cannot order OTC items that cost more than the allowance amount. If the selected items cost more than the allowance, you'll need to remove or replace items in the order, so it totals less than or equal to the allowance amount.

Are all items available at the stores?

Not all items are available in stores. Items marked with an asterisk "*" in the catalog can only be ordered over the phone or online. Please, keep in mind that orders cannot be split if you are only allowed one order per month, therefore, you may have to place full order 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 are quantity limits of:

- Three (3) per any single item on monthly orders.
- Nine (9) per any single item on quarterly orders.

Some items have special limits. These are marked with a "★" or "■" in the catalog.

Where can I find the catalog online?

To find the catalog corresponding to your plan, please follow the next steps:

1. Access the appropriate URL to get to the landing page.
 - If you have an Aetna Medicare plan, please visit:
www.AetnaMedicare.com/OTCCatalog
 - If you have an Allina Health Medicare plan, please visit:
www.AllinaHealthAetnaMedicare.com/OTCCatalog
 - If you have an Innovation Health Medicare plan, please visit:
www.InnovationHealthMedicare.com/OTCCatalog
2. On the landing page, select the Plan Year 2021.
3. Select the applicable State and County from the drop-down menu. (Skip this step for Allina Health or Innovation Health plan sites.)
4. Select the Plan Name from the drop-down menu; all applicable plan documents will populate below.
5. Click on the 2021 OTC catalog to open it up and view it online.

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 cancel my order once it has been placed?

Orders can only be canceled within ONE HOUR after being processed.

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 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 have not received your order or if you received a defective or damaged item, please call OTC Health Solutions at 1-833-331-1573 (TTY: 711) within 30 days of placing your order.

Who can I call if I have questions?

You may call us at 1-833-331-1573 (TTY: 711) from 9 AM to 8 PM local time (except Hawaii), Monday through Friday.