

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 más®, or Navarro® store. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at <https://www.cvs.com/otchs/pcnhealth>. 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 benefit can be used only once throughout the benefit period if you use the home delivery service, that is, if you order by phone or online. However, you can use your benefit unlimited times during the benefit period at any OTCHS-enabled CVS Pharmacy®, CVS Pharmacy y más®, or Navarro® store.

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 at an OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y más®, 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.

How long will it take to receive my order?

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

Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being processed.

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 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 print a copy from the plan web page.

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. Please allow up to 14 days for delivery.

Additional notes:

- There is no limit on the number of items you may order. There is, however, a quantity limit of three per any single item for monthly benefits or nine per any single item for quarterly benefits. There are some select products that have special limits and these are marked by a “★” or “■” in this catalog
- In order to purchase certain vitamin and mineral supplements, your physician must recommend it to you for a specific diagnosed condition. These are called “dual-purpose items” which are marked with a “◆.” Please speak with your physician before ordering these types of items.
- 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: 1-888-628-2770 (TTY: 711), Monday to Friday, 9 AM to 8 PM ET.

