

## 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 benefit lets you get over-the-counter items by going to any allowed stores. You can also order by phone at **1-866-528-4679 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM ET or online at <https://www.cvs.com/otchs/superiorhealthplanmmp>. Order from a list of approved items, and the items will be sent to your home address.

### How much is my OTC benefit?

You have \$35 per month.

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

Your OTC benefit can be utilized once throughout the month.

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

Benefit amounts do not carry over.

### Can I order more than my benefit amount?

You can't order more than your benefit amount online or by phone. However, you may go over your benefit amount at any allowed CVS Pharmacy® 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.

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

There is no limit on the number of items you may order. You can order up to three of the same item, per month. There are some items that have special limits. These are marked with a “★” or “■” in the catalog.

### How long will it take to receive my order?

Most orders will arrive in less than 7 business days. It may take longer during peak times as well as for orders with hazardous items. If you do not receive your order within 14 days please call OTC Health Solutions at **1-866-528-4679 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM ET.

### Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use the automated IVR system or talk to an agent.

### How do I confirm my order was placed?

Once the order is placed, you will receive an order number. Access to order history is also available in the web/online portal or app. Always keep your order number.

### Can I track my order?

You can use our automated IVR system to track an order. If your phone number or email was added to your account, you will also receive email/text updates.

**How can I receive another copy of this catalog?**

You will get a digital copy of the catalog when you receive status updates through email or text. You can also order a copy using our automated IVR system, talking to an agent, or by printing one from your plan's 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 look up the images and item details.

**How will the items be shipped?**

Items are shipped via UPS to your home at no cost to you.

**Can I return items and receive cash as reimbursement (cash paid back to you)?**

No, you receive an allowance from your health plan to spend on approved OTC items, there are no cash reimbursements allowed through program.

**What is the IVR used for?**

You can always use our automated IVR system 24/7 to:

- Place an order
- Track an order
- Cancel an order
- Hear benefit information
- Order a catalog

**Additional notes:**

- To order certain vitamins, it is advised that you talk to your doctor before you place an order. These are called "dual-purpose items" which are marked with a "▶".
- Items in this catalog are for personal use and can only be ordered for the member.

**If you do not receive your items within 14 days after ordering, please call:  
1-866-528-4679 (TTY: 711), Monday to Friday, 9 AM to 8 PM ET.**

