

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 benefit?

The benefit lets you get over-the-counter items by going to any allowed stores. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at <https://www.cvs.com/otchs/uhc>. You order from a list of qualified items, and it will be sent to your address.

How much is my benefit?

You have \$25 a month.

How often can I use my benefit?

Your benefit can be used multiple times in the month.

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

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®, CVS Pharmacy y mas®, or Navarro® store and pay the difference out of pocket.

Are all items qualified at the stores?

Not all items are qualified in stores. Items marked with a “⊙” 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 can 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 “■”.

When will I receive my order?

Most orders will arrive in less than 7 business days. It may take longer during peak volume periods as well as for orders that have hazardous items.

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 know if my order was placed?

Once the order is placed, you will receive an order number. 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 order another booklet?

You will get a digital copy of the booklet 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 the plan web page.

Where can I get more information about the items?

In this booklet 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 sent through USPS to your home at no cost to you.

More notes:

- To order certain vitamins, it is advised that you talk to your doctor before you place an order.
- Items in this booklet are for personal use and can only be ordered for the member.

If you have not received your items in 14 days after placing the order, please call: 1-888-628-2770 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.

