Over-The-Counter Health Solutions®



We want to make setting up your account as smooth as possible. Please take a moment to read through the details below carefully.

Troubleshooting: Creating an account

Create your Over-The-Counter Health Solutions account in four simple steps. Then, create one for each of your dependents (if applicable):

2

Step 1

1

Go to the OTCHS website and click on the Create an Account button

Click to create an account

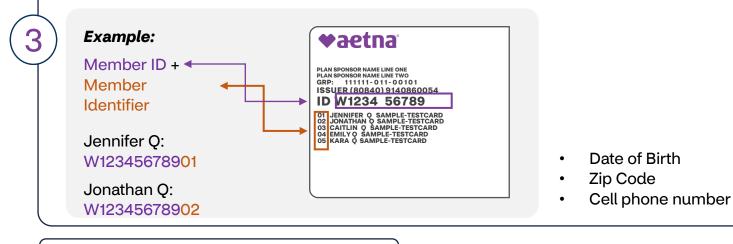
Step 3: Enter your information

Enter your information

- Full name as it appears on your Aetna ID.
- Member ID
 - Each member must include the two-digit identifier at the end of their ID. Be sure to omit all spaces when entering ID

Step 2

are registering



Step 4

Create a password for your new account.

Click to create an account

Enter an email address for the member you

Don't forget: each eligible member needs to create their own account with a unique email address of their choice. First time

users must create an account

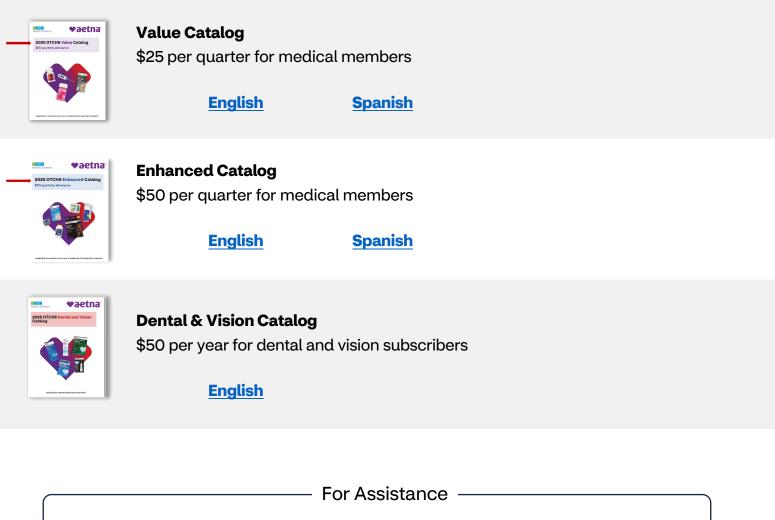
Click to see catalogs on page 2

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Over-The-Counter Health Solutions®

Select your catalog:



If you need help with any of these processes, including creating an account, call OTC Health Solutions customer service Monday – Friday from 9 AM to 8 PM local time.

1-888-628-2770 (TTY: 711)

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