

Over-the-Counter (OTC) Frequently Asked Questions (FAQ)

1. Where can I find my member ID number?

It can be found on the front of your health plan ID card. Refer to page 4 of the OTC catalog for instructions on how to locate it.

2. What is the Over-the-Counter (OTC) benefit?

The benefit lets you get OTC items by going to any allowed stores. You can also order by phone at 1-888-628-2770 (TTY: 711) Monday to Friday, from 9 AM to 8 PM local time or online at <https://www.cvs.com/benefits>. You order from a list of approved items, and it will be sent to your address.

3. How much is my OTC benefit?

You have \$65 per month.

4. How often can I use my OTC benefit?

Your OTC benefit can be used twice throughout the month if you use the home delivery service, that is, if you order by phone or online. However, you can use your benefit unlimited times at any allowed CVS Pharmacy® during the month.

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

Benefit amounts do not carry over.

6. Can I order more than my benefit amount?

You can't order more than your benefit amount by phone. However, you may go over your benefit amount online or at any allowed CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store and pay the difference out of pocket.

7. Are all items available in stores?

No. Refer to the OTC Catalog for a full list of items available in stores.

8. Are all items available online?

No. Refer to the OTC Catalog for a full list of items available online.

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

There is no limit on the number of items you can order. However, there are select items that are only available once per year. Refer to the OTC Catalog for the full list of items only available once per year.



10. How long will it take to receive my order?

Most orders will arrive in less than 5 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days please call OTC Health Solutions at 1-888-628-2770 (TTY: 711) Monday to Friday, from 9 AM to 8 PM local time.

11. 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 OTCHS IVR system or talk to an agent.

12. 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 OTCHS portal/app. Always keep your order number.

13. Can I track my order?

You will receive status updates through email/ text. You can also use the OTCHS IVR system or the OTCHS portal/app to view tracking information.

14. How can I receive another copy of this catalog?

You will get a digital copy of the OTC catalog when you receive status updates through email or text. You can also order a copy using the automated OTCHS IVR system, talking to an OTCHS agent, or by printing one from the plan web page. A digital copy will also be available in the support section of the OTCHS portal/app.

15. Where can I get additional information about the products?

The SKU numbers that can be used at <https://www.cvs.com> to look up the images and item details.

16. How will the items be shipped?

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

17. Can I return items and receive cash as reimbursement?

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

Additional Notes:

To order certain vitamins, it is advised that you talk to your doctor before placing an order. These are "dual-purpose items". Refer to the OTC Catalog for a list of dual-purpose items.

Items in the OTC catalog are for personal use and can only be ordered for the member.