



2024 Over-the-Counter (OTC) benefits

# Get OTC products at no additional cost to you



As part of your plan, you have an allowance you can spend on OTC health care products that you can get without a prescription.\* Plus, you have a choice — get your items delivered safely to your door at no extra charge or pick them up at a local CVS Pharmacy®.

## Three ways to order through OTC Health Solutions:



### Pick up at any CVS Pharmacy\*\*

Provide full name plus date of birth at register



### Order online

Visit [cvs.com/benefits](https://cvs.com/benefits) and create or sign in to your account.



### Order by phone

Call 1-888-628-2770 (TTY 711) Monday through Friday, 9 AM to 8 PM local time.

### What to know about your OTC benefit

- Items cannot be returned or exchanged.
- If you don't receive your order, or if it arrives defective or damaged, please call 1-888-628-2770 within 30 days of placing the order. If an item is not in stock, it may be replaced with an item of similar or greater value.
- Items are delivered by mail to your home at no charge. Please allow 5 to 7 days for delivery.
- You must be actively participating with the plan at the time you place your OTC order.
- Your OTC benefit is managed by OTC Health Solutions®, a division of CVS Health®. Eligible products vary by plan and are subject to change.

\*Please refer to your plan documents for OTC allowance information.  
\*\*Excluding Target, Schnucks and select other CVS Pharmacy locations  
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