

# 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 OTC benefit offers you an easy way to get generic over-the-counter health and wellness products by going to any OTC Health Solutions-enabled CVS Pharmacy® or CVS Pharmacy y mas®. You can also order by phone at 1-888-628-2770 (TTY: 711) or online at [cvs.com/otchs/simpradsnp](https://www.cvs.com/otchs/simpradsnp). You order from a list of approved OTC items, and OTC Health Solutions will mail them directly to your place of residence.

## How much is my OTC benefit?

You have \$50 per quarter.

## How often can I use my OTC benefit?

Your OTC benefit can be utilized up to two (2) times throughout the quarter, not to exceed your quarterly allowance amount. Quarterly benefit periods are distributed as follows:

- Quarter 1 (January, February and March)
- Quarter 2 (April, May and June)
- Quarter 3 (July, August and September)
- Quarter 4 (October, November and December)

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

The benefit amount of \$50 per calendar quarter may be used by the member in the quarter it is received. Any unused portion of the quarterly benefit may be carried into the following quarter; however, if the unused portion is not used during that quarter, it will expire. Please note, any unused benefit amount from quarter 4 (October, November, December) will not carry over to the next plan year.

## Can I order more than my benefit amount?

You cannot exceed the benefit amount of \$50 on orders processed online or by phone. There may be items that exceed your benefit amount, you can only order those items at an OTC Health Solutions-enabled CVS Pharmacy® or CVS Pharmacy y mas® store and pay the difference out of pocket. Unused benefit amounts that are carried over may be used toward items that exceed your benefit amount.

## 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?

You may order any number of a variety of items per order, but you may not order more than 9 of any single item per quarter. There are also some products that have special limits. These items are marked with a “★” or “■” and the limitation is explained in the catalog.

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

You will receive your order within 14 days after it was placed.

## Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order or if you received a defective or damaged item, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711) within 30 days of placing your order.

## Who can I call if I have questions?

You may call us at 1-888-628-2770 (TTY: 711) from 9 AM to 8 PM CST Monday through Friday.