

2020

Over-the-Counter (OTC) Item Catalog



Keep this booklet handy where you can easily get to it.
You'll need it to look up the OTC items you want to order.

How to place an order.

Online:

The fastest, easiest, and most convenient way to order 24/7 is to visit

cvs.com/otchs/communitycare

Please Note:

- There is no limit on the number of items you may order up to your \$25 quarterly benefit. There is a quantity limit of fifteen (15) per any single item, per quarter, with the exception of the Blood Pressure Monitors, which are limited to one (1) per year.
- Online orders must be submitted by 10:59 p.m. C.S.T. to be processed that day.
- Orders will be shipped to your home at no extra charge. Please allow 7-10 business days for delivery.
- **Return Policy:** If you receive a damaged item, please call OTC Health Solutions within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.
- **In order to purchase certain vitamin and mineral supplements, your physician must recommend it to you for a specific diagnosed condition.** These are known as Dual Purpose items which are marked with a “◆”. Please speak with your physician before ordering these type of items.
- In this catalog you will find **SKU** numbers that can be used at **cvs.com** to search for product images and obtain additional product information such as ingredients. You do not need the **SKU** to order online or by phone.
- Products in this catalog may be ordered only for the enrolled member.
- The price of an item may not exceed the amount of your benefit amount.

If you have not received your order within 7-10 business days after ordering or would like to place an order by phone, please call: 1-888-628-2770 (TTY: 711)

We experience high call volume the first and last weeks of the month.

Your OTCHS order can be placed at any time during the quarter.

Monday to Friday 8:00 a.m. to 7:00 p.m. C.S.T.



Allergy

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
A2	477066	Allergy relief tablets	Benadryl	24 CT	\$4.49
A10	232641	Loratadine 10mg	Claritin	10 CT	\$7.99
A20	477072	Child Allergy Elixir	Children's Benadryl	4 OZ	\$4.99
A53	444236	Allergy cetirizine 10mg tablets	Zyrtec	14 CT	\$10.99
A59	238246	Fluticasone Nasal Spray	Flonase	0.34 OZ	\$12.99
A60	994279	Adult Allergy Relief Liquid	Benadryl	4 OZ	\$5.99
A61	370783	Fexofenadine 60mg Tablet	Allegra	24 CT	\$13.49

Cold Remedies

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
C3	895139	Cold flu & sore throat max	Mucinex Fast-max	6 OZ	\$10.99
C7	587618	Medicated chest rub	Vicks vaporub	3.5 OZ	\$5.99
C8	155912	Digital Thermometer	No comparable	1 CT	\$7.99
C11	707032	Sore Throat lozenges	Cepacol	18 CT	\$3.99
C12	971824	Tussin CF Max Strength	Robitussin CF	4 OZ	\$6.49
C13	707516	Tussin DM	Robitussin DM	4 OZ	\$5.99
C16	297625	Nasal decongestant tabs	Sudafed PE	18 CT	\$4.49
C19	297885	Chest congestion relief 400mg	Humibid e	60 CT	\$9.49
C24	890425	Daytime cold/flu soft gels	Vicks Dayquil	16 CT	\$5.99
C40	477060	Tussin DM Sugar Free	Robitussin DM	8 OZ	\$7.49
C41	688783	Cold Remedy Sugar Free	Zicam	25 CT	\$9.99
C52	891465	Saline Nasal Spray	Ocean	1.5 OZ	\$3.99
C54	890411	Nighttime cold/flu soft gels	Vicks Nyquil	16 CT	\$5.99
C56	408566	Sinus acetaminophen	Tylenol Sinus (Daytime)	24 CT	\$6.49
C57	316620	Sore throat spray	Chloraseptic	6 OZ	\$4.49
C58	181059	Child's Cold Multi Symptom	Children's Mucinex	4 OZ	\$9.99
C60	244956	Cough and Cold HBP	Coricidin	16 CT	\$6.99
C64	320711	Air Shield Orange Tablets	Emergen-C	10 CT	\$6.49
C65	382414	Honey Lemon SF Cough Drops	Halls	25 CT	\$1.49
C66	858828	Nasal Mist	Afrin	0.5 OZ	\$6.99

You will receive the generic equivalent of all items.

Digestive Health

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
D1	150391	Effervescent Pain Relief	Alka seltzer	36 CT	\$4.49
D2	310425	Stool softener	Colace	100 CT	\$11.99
D4	206805	Gas relief E/S soft gel	Gas X Extra strength	30 CT	\$5.49
D5	878020	BeanAid Capsules	Beano	30 CT	\$5.49
D6	108530	Glycerin suppositories Adult	Fleet Glycerin	25 CT	\$3.49
D7	695189	Ranitidine 75mg	Zantac 75	30 CT	\$7.99
D8	860849	Heartburn relief tablets	Gaviscon	100 CT	\$8.49
D9	451300	Omeprazole Tabs	No comparable	14 CT	\$10.49
D10	958326	Daily Fiber SF	Metamucil	10 OZ	\$7.99
D11	348639	Bisacodyl laxatives tabs	Dulcolax	25 CT	\$6.49
D12	672550	Anti-Diarrheal tablets	Imodium A-D	12 CT	\$5.99
D13	703368	Pink Bismuth Chewable Tabs	Pepto-Bismol	30 CT	\$4.99
D15	139139	Motion sickness tabs	No comparable	12 CT	\$5.99
D17	252794	Fiber capsules	Metamucil	160 CT	\$11.99
D21	401472	Medicated Hemorrhoidal Wipes	Preparation H	48 CT	\$6.49
D22	961468	Hemorrhoidal suppositories	Preparation H suppositories	12 CT	\$5.99
D23	144212	Hemorrhoidal ointment	Preparation H ointment	2 OZ	\$8.99
D24	305623	Milk of Magnesia	Phillips'	12 OZ	\$5.99
D25	480996	Laxative Bisacodyl Suppositories	Dulcolax	4 CT	\$6.49
D40	836320	Antacid calcium ES tablets	Tums E-X	96 CT	\$4.99
D46	272739	Esomeprazole Magnesium Tabs	Nexium	14 CT	\$10.49
D47	883055	Lansoprazole 15mg Caps	No comparable	14 CT	\$10.49
D48	864324	Children's Suppositories	No comparable	25 CT	\$3.49
D49	713639	Purelax Powder	Miralax	8.3 OZ	\$10.99

Eye and Ear Care

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
E1	317914	Dry Eye Relief	Visine Tears	0.5 OZ	\$5.49
E2	317912	Eye Drops Redness Relief	Visine Red Eye	0.5 OZ	\$4.49
E17	337097	Eye Wash	No comparable	4 OZ	\$5.99

You will receive the generic equivalent of all items.

Eye and Ear Care

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
E18	695753	Contact Solution	No comparable	4 OZ	\$4.99
E19	976354	Eye Health 50+ Vitamins	Ocuvite	90 CT	\$19.99
E20	457496	Swimmer's Ear Solution	Swim-ear	1 OZ	\$4.49
E21	973866	Ear Wax Removal Kit	Debrox	0.5 OZ	\$7.99

First Aid

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
F3	875957	Fabric Anti-Bacterial Bandages	No comparable	20 CT	\$3.99
F4	109405	Calamine Lotion	Caladryl	6 OZ	\$6.49
F9	383505	Clear bandages	No comparable	45 CT	\$3.99
F11	550749	Anti-itch cream	Benadryl Anti-itch cream	1 OZ	\$5.49
F21	602441	Iodine	No comparable	1 OZ	\$4.49
F22	311533	Merthiolate	No comparable	2 OZ	\$5.49
F31	864765	Antiseptic Skin Cleanser	Hibiclens	8 OZ	\$9.99
F32	482649	Epsom Salt	No comparable	22 OZ	\$4.99
F33	351170	Wart removal	Compound W	0.5 OZ	\$7.99
F44	164177	First Aid Kit	No comparable	30 PC	\$2.99
F45	219642	Zinc Oxide Ointment	No comparable	1 OZ	\$3.99
F47	337274	Finger Injury Kit	No comparable	KIT	\$6.99
F48	444797	Rubbing Alcohol Wipes	No comparable	40 CT	\$5.49
F49	946095	Witch Hazel Spray	T.N Dickinson's	6 OZ	\$7.49
F50	935683	Gauze Pad Non Stick 2x3	No comparable	25 CT	\$5.99
F51	893121	Gauze Pad 4x4	No comparable	25 CT	\$7.49
F52	893120	Gauze Pad 3x3	No comparable	25 CT	\$6.49
F53	894104	Gauze Roll 4" 2yds	No comparable	1 CT	\$3.99
F62	964606	First Aid tape	No comparable	1 CT	\$1.99
F68	531343	Petroleum Jelly	Vaseline	2.5 OZ	\$3.49
F69	259370	Butterfly Closures	No comparable	12 CT	\$3.49
F73	373092	Hydrocortisone Cream 1%	Cortisone	1 OZ	\$5.49
F74	219634	Bacitracin	No comparable	1 OZ	\$6.99

You will receive the generic equivalent of all items.

Foot Care

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
T2	521682	Tolnaftate Antifungal Cream	Tinactin Cream	1 OZ	\$8.49
T4	334566	Odor Control Spray Powder	Odor-Eaters	4 OZ	\$5.99
T5	894580	Moleskin Padding	Dr Scholl's	2 CT	\$3.99
T35	139231	Liquid Corn & Callus Remover	Dr. Scholl's	0.5 OZ	\$5.99
T36	893272	Diabetic Socks S/M	No comparable	2 Pair	\$8.99
T37	893270	Diabetic Socks L/XL	No comparable	2 Pair	\$8.99
T38	658593	Firm Compression Socks S/M Black	No comparable	1 Pair	\$11.99
T39	658582	Firm Compression Socks L/XL Black	No comparable	1 Pair	\$11.99
T40	229790	Foot Powder	Gold Bond	10 OZ	\$8.99

Home Diagnostics

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
◆ H72	800232	BP Monitor Upper Arm Manual 8.7" x 12.6"	No comparable	EACH	\$17.99

Incontinence

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
I83	383703	Unisex Overnight Underwear XL 58"-68"	Depend	12 CT	\$12.49
I84	383182	Unisex Overnight Underwear L 44"-58"	Depend	14 CT	\$12.49
I85	203644	Unisex Underwear S/M Adjustable 28"-40"	Depend	18 CT	\$12.49
I86	512509	Underpads XL 23"x36"	No comparable	18 CT	\$9.49
I87	795728	Women's Bladder Control Pads	Poise	27 CT	\$10.99
I88	163093	Men's Bladder Control Pads	Poise	52 CT	\$12.49

Miscellaneous

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
M75	135615	Mosquito repellent w/ 30% DEET	OFF!	6 OZ	\$6.99
M76	387358	Mosquito repellent DEET Free	OFF!	6 OZ	\$6.99

◆ **Dual-purpose item.**
You will receive the generic equivalent of all items.

Nicotine Replacement

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
K1	133190	Nicotine Transdermal 21mg Patch Step 1	No comparable	7 CT	\$23.99
K4	971444	Mini Mint Lozenge 4mg	Nicorette	20 CT	\$12.49
K5	971448	Mini Mint Lozenge 2mg	Nicorette	20 CT	\$12.49
K6	720035	Uncoated Gum 4mg	Nicorette	20 CT	\$12.49

Oral Care

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
O10	230196	Denture Adhesive Regular	Fixodent	2.4 OZ	\$3.99
O12	910693	Toothbrush (Soft)	Colgate	1 CT	\$0.99
O35	102319	Dental Floss Waxed	J & J Dental Floss	100 YD	\$2.49
O46	873493	Dry Mouth Spray	Biotene	1.5 OZ	\$6.99
O52	933834	Oral Pain Relief	Anbesol Gel	0.33 OZ	\$5.99
O71	454381	Flosser Picks	No comparable	90 CT	\$2.99
O72	368775	Toothpaste	Sensodyne	3.4 OZ	\$4.49
O73	213330	Denture Cleanser Tabs	Efferdent	40 CT	\$2.99

Pain Relievers

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
P1	371948	Ibuprofen 200mg	Advil	50 CT	\$4.49
P2	200964	Muscle rub	Bengay	3 OZ	\$6.99
P4	230268	Enteric Aspirin 81mg	Bayer Low Dose	120 CT	\$5.49
P6	371914	Acetaminophen 500mg	Tylenol E/S	100 CT	\$6.99
P8	547802	Chewable Aspirin 81mg	Bayer Low Dose Chewable	36 CT	\$2.49
P12	261925	Children's Ibuprofen Suspension	Children's Motrin	4 OZ	\$6.49
P13	207688	Children's Non Aspirin Suspension	Children's Tylenol	4 OZ	\$5.99
P14	957604	Hot/Cold Patches	Icy Hot Medicated Patch	5 CT	\$5.99
P17	109017	Headache Relief Caplets	Excedrin E/S	100 CT	\$8.99
P19	299470	Naproxen 220mg	Aleve	24 CT	\$4.49

You will receive the generic equivalent of all items.

Pain Relievers

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
P22	152116	Knee Support Sleeve L	No comparable	1 CT	\$11.99
P23	902106	Wrist Support Strap	No comparable	1 CT	\$8.99
P24	151571	Ankle Support Sleeve L	No comparable	1 CT	\$10.99
P25	453866	Compression Sleeve Elbow L	No comparable	1 CT	\$14.99
P26	977934	Lidocaine Cream	Aspercreme	2.7 OZ	\$7.49
P27	197229	Lidocaine Patch	Aspercreme	5 CT	\$7.99
P34	318180	Hot/Cold Multi Compress	No comparable	1 CT	\$10.99
P36	324111	Reusable Ice Pack	No comparable	1 CT	\$5.99
P45	245414	Acetaminophen Pain Reliever PM	Tylenol PM	24 CT	\$4.49
P46	738694	Urinary Relief max strength	Azo	12 CT	\$5.99
P50	456231	Menstrual Pain relief max	Midol Complete	24 CT	\$5.99
P51	140897	Aspirin enteric coated 325mg	Ecotrin	125 CT	\$7.99
P52	729759	Elastic Bandage 6"	No comparable	1 CT	\$8.49
P54	193588	Arthritis Pain Relief 650mg	Tylenol Arthritis	100 CT	\$9.99
P55	472994	Knee Support S	No comparable	1 CT	\$11.99
P56	151894	Knee Support M	No comparable	1 CT	\$11.99
P57	482556	Knee Support XL	No comparable	1 CT	\$11.99
P66	155756	Sleep aid	Simply Sleep	24 CT	\$3.99

Personal Care

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
B10	803987	Diaper rash ointment	Desitin	2 OZ	\$3.99
B34	395417	Cotton Swabs	No comparable	50 CT	\$0.99
S3	447703	Skin Therapy Lotion	Gold Bond	5.5 OZ	\$5.99
S4	428504	Acne treatment 10%	Clearasil- Daily Clear	1 OZ	\$5.49
S23	799023	Hand sanitizer	No comparable	2 OZ	\$0.99
S30	333336	Miconazole 7 Day Vaginal Cream	Monistat	7 CT	\$9.99
S34	227230	Medicated Body Powder	Gold Bond	10 OZ	\$7.49

You will receive the generic equivalent of all items.

Personal Care

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
S35	282867	Eczema Therapy Cream	Aveeno	7.3 OZ	\$12.49
S36	843837	Flushable Wipes	No comparable	42 CT	\$3.99
S38	326808	Pregnancy Test	First Response	1 CT	\$9.99
S40	842800	Overnight Maxi Pads	Maxi	36 CT	\$7.99
S41	289061	Feminine Wipe Fragrance Free	No comparable	32 CT	\$4.99
S42	478284	Sunblock SPF 45 Spray	Neutrogena	5 OZ	\$8.99
S43	265212	Facial Tissues	No comparable	8 PK	\$2.49
S45	697545	Acne Wash	Clean & Clear	5 OZ	\$5.99

Vitamins and Minerals

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
◆ V5	122869	Coenzyme Q-10 50mg	No comparable	45 CT	\$11.99
◆ V10	460447	Glucosamine Chondroitin MSM	Osteo Bi-Flex	80 CT	\$19.99
◆ V16	240515	Vitamin E 400 IU soft gel	Nature Made	100 CT	\$12.99
◆ V17	300258	Folic Acid 800mcg tablet	No comparable	100 CT	\$3.49
◆ V18	350480	Iron Supplement 65mg	No comparable	90 CT	\$5.99
◆ V19	460962	Fish Oil Omega-3 1000mg	Puritan	120 CT	\$9.99
◆ V32	346754	Vitamin D 1000 IU	Natures Bounty	120 CT	\$7.49
◆ V35	850942	Magnesium 500mg	No comparable	100 CT	\$5.49
◆ V36	247239	Zinc Gluconate 50mg	Natures Bounty	100 CT	\$4.99
◆ V48	965747	Biotin 10,000mcg soft gel	Natures Bounty	60 CT	\$12.49
◆ V49	889927	Melatonin Gummy 5mg	No comparable	60 CT	\$10.49
◆ V54	889908	Calcium Gummy 500mg+800IU D-3	Caltrate Gummy Bites	50 CT	\$10.49
◆ V56	199216	Vitamin A 8,000 IU NAT / 2400mcg	No comparable	100 CT	\$4.99
◆ V59	250191	Potassium gluconate 595mg	Natures Bounty	100 CT	\$4.99
◆ V62	448393	Adult Daily Women's 50+ Adv	One a Day	65 CT	\$7.99
◆ V63	448404	Adult Daily Men's 50+ Adv	One a Day	65 CT	\$7.99
◆ V64	797751	Lutein 40mg	No comparable	30 CT	\$18.99

◆ **Dual-purpose item.**
You will receive the generic equivalent of all items.

Vitamins and Minerals

CODE	SKU	PRODUCT	COMPARE TO	AMOUNT	PRICE
◆ V71	901330	Calcium 600mg + Vitamin D3	Caltrate	120 CT	\$10.49
◆ V72	145626	Super B Complex w/ Vitamin C	Natures Bounty	100 CT	\$9.99
◆ V73	965746	Melatonin 10mg Quick Dissolve	No comparable	60 CT	\$13.49
◆ V74	452271	Menopause Support Caplets	Estroven	28 CT	\$18.49
◆ V75	808702	Children's Multivitamin Gummies	Flintstones Gummies	70 CT	\$5.99
◆ V76	247321	B-12 1000mcg	No comparable	60 CT	\$7.49
◆ V77	222901	Vitamin C With Rosehips	No comparable	100 CT	\$7.99

◆ **Dual-purpose item.**
You will receive the generic equivalent of all items.

Eligible Items

Each eligible OTC item is either a medicine, ointment or spray, or used for treatment of a condition which is addressed by a medicine, ointment or spray, which has active medical ingredients. First aid supplies including bandages, dressings, and non-sport tapes are also eligible. Non-eligible items will not be covered.



Multi-Language Insert

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-642-8065 (TTY: 1-800-722-0353).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-642-8065 (TTY: 1-800-722-0353).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-642-8065 (TTY: 1-800-722-0353).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-642-8065 (TTY: 1-800-722-0353)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-642-8065 (TTY: 1-800-722-0353) 번으로 전화해 주십시오.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-642-8065 (TTY: 1-800-722-0353).

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-246-008-5608 (رقم هاتف الصم والبكم: 1-800-227-3530).

Burmese:

သတိပြုရန် - အကယ်၍ သင့်သည့် မနုဿဗျူဟာကို ရှိပါက၊ အသံထွက် အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-642-8065 (TTY: 1-800-722-0353) သို့မဟုတ် ခေါ်ဆိုပါ။

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-642-8065 (TTY: 1-800-722-0353).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-642-8065 (TTY: 1-800-722-0353).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-642-8065 (ATS: 1-800-722-0353).

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-642-8065 (TTY: 1-800-722-0353).

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-642-8065 (TTY: 1-800-722-0353).

Urdu:

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-642-8065 (TTY: 1-800-722-0353).

Cherokee: Hagsesda: lyuhno hyiwoniha [tsalagi gawonihisdi]. Call 1-800-642-8065 (TTY: 1-800-722-0353).

Persian/Farsi:

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-642-8065 (TTY: 1-800-722-0353) تماس بگیرید.

CommunityCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CommunityCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CommunityCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact CommunityCare's Senior Manager of Quality Improvement. If you believe that CommunityCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

CommunityCare
Attn: Senior Manager Quality Improvement
P.O. Box 3249 Tulsa, Oklahoma 74101
(918) 594-5303 (phone)
(918) 594-5250 (Fax)
CustomerServiceReview@ccok.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, CommunityCare's Senior Manager of Quality Improvement is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW
Room 509F, HHH Building, Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.



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