# Over-the-counter benefit

### **FREQUENTLY ASKED QUESTIONS (FAQ)**

## **Member questions**

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 phone or online at cvs.com/otchs/premera. You order from a list of approved OTC items, and OTC Health Solutions will mail them directly to your home address.
How much is my OTC benefit?	List of plans OTC benefit (\$50 per quarter) is offered to are as follows:
	Premera Blue Cross Medicare Advantage Classic (HMO)
	Premera Blue Cross Medicare Advantage Total Health (HMO)
	Premera Blue Cross Medicare Advantage Core Plus (HMO)
	Premera Blue Cross Medicare Advantage Alpine (HMO)
	Premera Blue Cross Medicare Advantage Peak + Rx (HMO)
	Premera Blue Cross Medicare Advantage Sound + Rx (HMO)
	Premera Blue Cross Medicare Advantage Charter + Rx (HMO)
How often can I use my OTC benefit?	Your OTC benefit can be utilized multiple times throughout the quarter, not to exceed your \$50 quarterly allowance.
Can I carry over unused benefit amount to the next benefit period?	Unused benefit amounts do not roll over to the next quarter.



Can I order more than my benefit amount?	Your order total cannot exceed your benefit amount, and we cannot accept payment to purchase items over your benefit. Please note, if you exceed the allowable benefit, your order cannot be processed.
Is there a limit on the number of items I can order?	There is no limit on the number of items you may order. There is a quantity limit of fifteen (15) per any single item, per quarter.
How long will it take to receive my order?	You will receive your order within 7-10 business days.
Is there a return policy?	If you receive a damaged item, please call OTC Health Solutions at 1-888-628-2770 within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.
What is the manual reimbursement process?	In the event the call center and online order site are both simultaneously unavailable and you need to purchase items covered by your catalog in a CVS Retail location, you can be reimbursed for those items. The way to obtain a refund is:
	<ul> <li>Retain your original receipt (which should include the date and time of purchase)</li> </ul>
	<ul> <li>Order the items from OTCHS when the call center or online order site becomes available.</li> </ul>
	<ul> <li>Upon receipt of the items, return them to the CVS Retail location with your original receipt for a refund.</li> </ul>
	If you have questions about this process, please call OTC Health Solutions at 1-888-628-2770 (TTY/TDD: 711), Monday through Friday, from 9:00 a.m. to 8:00 p.m., E.S.T or Premera Blue Cross Medicare Advantage Customer Service at 888-850-8526 (TTY/TDD: 711), October 1 – March 31, 7 days a week, 8 a.m. – 8 p.m. or April 1 – September 30, Monday – Friday, 8 a.m. – 8 p.m.
Who can I call if I have questions?	You may call us at 1-888-628-2770 (TTY/TDD: 711) from 9:00 a.m. to 8:00 p.m., E.S.T. Monday through Friday.

Premera Blue Cross is an HMO plan with a Medicare contract. Enrollment in Premera Blue Cross depends on contract renewal.



### Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera 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: Civil Rights Coordinator — Complaints and Appeals, Premera Blue Cross Medicare Advantage Plans - Complaints & Appeals, PO Box 262527, Plano, TX 75026, Phone: 888-850-8526, Fax: 800-889-1076. TTY: 711, Email AppealsDepartmentInguiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator 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 Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

#### Language Assistance

- <u>ATENCIÓN</u>: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-850-8526 (TTY: 711).
- 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 888-850-8526 (TTY:711)。
- CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 888-850-8526 (TTY: 711).
- <u>주의</u>: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **888-850-8526** (TTY: 711) 번으로 전화해 주십시오.
- <u>ВНИМАНИЕ</u>: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-850-8526 (телетайп: 711).
- <u>PAUNAWA</u>: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-850-8526 (TTY: 711).
- <u>УВАГА!</u> Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 888-850-8526 (телетайп: 711).
- ប្រយ័គ្នះ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 888-850-8526 (TTY: 711)។
- <u>注意事項</u>:日本語を話される場合、無料の言語支援をご利用いただけます。888-850-8526 (TTY:711) まで、お電話にてご連絡ください。
- <u>ማስታወሻ:</u> የሚናንሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊ*ያ* ማዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 888-850-8526 (*መ*ስማት ለተሳናቸው: 711).
- XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 888-850-8526 (TTY: 711).
- ملحوظة. إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 8528-858 (رقم هاتف الصم والبكم: 711).
- <u>ਧਿਆਨ ਦਿਓ</u>: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 888-850-8526 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
- <u>ACHTUNG</u>: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-850-8526 (TTY: 711).
- ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 888-850-8526 (TTY: 711).

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