

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?	<p>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:</p> <ul style="list-style-type: none"> - Retain your original receipt (which should include the date and time of purchase) - Order the items from OTCHS when the call center or online order site becomes available. - Upon receipt of the items, return them to the CVS Retail location with your original receipt for a refund. <p>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.</p>
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.

