

Frequently asked questions:

When are my benefits available?

The quarterly benefit for your plan is loaded onto your card on the 1st of each calendar quarter. Keep this card. Your benefits will reload each quarter.

How can I check my balance?

Sign in to mybenefitscenter.com or call **1-855-788-3466 (TTY: 711)**.

What if my card is lost or stolen?

You have to call **1-855-788-3466 (TTY: 711)** Monday to Friday, from 8 AM to 10 PM Central time.

Do I lose benefits if I don't use them? What happens to unspent funds?

Funds expire at the end of each quarter. Unused amounts expire and do not roll over into the next quarter.

Can I use my card at self-checkout in store?

Yes, you can use your card at self-checkout in store.

What if my card is denied?

Please double check that your card is active and has a balance. If you continue to experience a denial, call **1-855-788-3466 (TTY: 711)**.

Is there a limit on the number of items I can order through my OTC catalog?

There is no limit on the number of items you may order. You can order up to nine of the same item for quarterly benefits. There are some items that have special limits. These are marked with a “★” or “■” in the catalog.

How long will it take to receive my catalog order?

Most orders will arrive in less than 7 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days please call OTC Health Solutions at **1-855-788-3466 (TTY: 711)** Monday to Friday, from 8 AM to 10 PM Central time.

Can I cancel my catalog order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can talk to an agent.

Where can I get additional information about the catalog products?

In this booklet you will find SKU numbers that can be used at <https://www.cvs.com> to look up the images and item details.

How will the catalog items be shipped?

Items are shipped via UPS to your home at no cost to you.

Can I return items and receive cash as reimbursement?

No, you receive an allowance from your health plan to spend on eligible OTC items, there are no cash reimbursements allowed through program.

What if I return an item?

Your returned item will reflect the credit on your account to be used only for OTC items.

Additional notes:

- To order certain vitamins, it is advised that you talk to your doctor before you place an order. These are called “dual-purpose items” which are marked with a “▶”.
- Items in this booklet are for personal use and can only be ordered for the member.

**If you have not received your items within 14 days after ordering, please call:
1-855-788-3466 (TTY: 711), Monday to Friday, 8 AM to 10 PM Central time.**