

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.
How do I register for an account?	<p>The information listed under “get help locating your member ID” is incorrect. Follow these instructions to register for an account: On the home page, choose “create account.” In the member ID field, enter only the numbers in your ID followed by two zeros at the end. Do NOT include any letters, spaces, or other special characters.</p> <p>Fill out the rest of your information prompted by the fields.</p> 

<p>How do I sign in to my account?</p>	<p>The information listed under “get help locating your member ID” is incorrect. Follow these instructions to sign in to your account: On the home page under "returning visitor," in the member ID field enter only the numbers in your ID followed by two zeros at the end. Do NOT include any letters, spaces, or other special characters. In the next field, type in your password. Click Sign in.</p> 
<p>What is the Over-the-Counter (OTC) benefit?</p>	<p>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.</p>
<p>How much is my OTC benefit?</p>	<p>List of plans OTC benefit (\$50 per quarter) is offered to are as follows: Premera Blue Cross Advantage Classic (HMO) Premera Blue Cross Advantage Total Health (HMO) Premera Blue Cross Advantage Core Plus (HMO) Premera Blue Cross Advantage Alpine (HMO) Premera Blue Cross Advantage Peak + Rx (HMO) Premera Blue Cross Advantage Sound + Rx (HMO) Premera Blue Cross Advantage Charter + Rx (HMO)</p>
<p>How often can I use my OTC benefit?</p>	<p>Your OTC benefit can be utilized multiple times throughout the quarter, not to exceed your \$50 quarterly allowance.</p>
<p>Can I carry over unused benefit amount to the next benefit period?</p>	<p>Unused benefit amounts do not roll over to the next quarter.</p>

<p>Can I order more than my benefit amount?</p>	<p>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.</p>
<p>Is there a limit on the number of items I can order?</p>	<p>There is no limit on the number of items you may order, however, there is a quantity limit of fifteen (15) per any single item, per quarter.</p>
<p>How long will it take to receive my order?</p>	<p>You will receive your order within 7-10 business days.</p>
<p>Is there a return policy?</p>	<p>If you receive a damaged item, please call OTC Health Solutions at 888-628-2770 within 30 days after receiving your order. An identical replacement item will be shipped the next business day. No other returns or exchanges are allowed.</p>
<p>What is the manual reimbursement process?</p>	<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>Who can I call if I have questions?</p>	<p>If you have questions, please call OTC Health Solutions at 888-628-2770 (TTY/TDD: 711), Monday through Friday, 9 a.m. to 8 p.m., EST or Premera Blue Cross Medicare Advantage Customer Service at 888-850-8526 (TTY/TDD: 711), October 1 to March 31, 7 days a week, 8 a.m. to 8 p.m., or April 1 to September 30, Monday to Friday, 8 a.m. to 8 p.m.</p>

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

