


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. Fill out the rest of your information prompted by the fields.</p> <div data-bbox="540 1024 1268 1465" style="border: 1px solid black; padding: 10px;"><p>PREMERA  BLUE CROSS <small>An Independent Licensee of the Blue Cross Blue Shield Association</small></p><table border="0"><tr><td>Enrollee Name FIRST M LASTNAME JR</td><td>Plan PREMERA BLUE CROSS MEDICARE ADVANTAGE <SPECIFIC PLAN></td></tr><tr><td>Enrollee ID ZNP 123456789</td><td>Medical Network Medicare Advantage</td></tr><tr><td>Prefix ZNP 123456789</td><td>RXBIN: 004336 RXPCN: MEDDADV RXGRP: RX8644 RXID: 1234567890</td></tr><tr><td>Health Plan (80840) 123456</td><td>Issued: MM/YYYY</td></tr><tr><td>Group Number 123456</td><td>MEDICARE ADVANTAGE HMO MedicareRx <small>Prescription Drug Coverage</small></td></tr></table><p><Dental, Vision, Hearing></p></div>	Enrollee Name FIRST M LASTNAME JR	Plan PREMERA BLUE CROSS MEDICARE ADVANTAGE <SPECIFIC PLAN>	Enrollee ID ZNP 123456789	Medical Network Medicare Advantage	Prefix ZNP 123456789	RXBIN: 004336 RXPCN: MEDDADV RXGRP: RX8644 RXID: 1234567890	Health Plan (80840) 123456	Issued: MM/YYYY	Group Number 123456	MEDICARE ADVANTAGE HMO MedicareRx <small>Prescription Drug Coverage</small>
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How do I sign into my account?

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.

		PREMERA BLUE CROSS MEDICARE ADVANTAGE <SPECIFIC PLAN>	
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Health Plan (80840)			
Group Number 123456		Issued: MM/YYYY	
<Dental, Vision, Hearing>		MEDICARE ADVANTAGE HMO MedicareRx <small>Prescription Drug Coverage</small>	

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 going to any OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store. You can also order by phone at 1-888-628-2770 (TTY: 711) 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 the 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 Alpine (HMO)
- Premera Blue Cross Medicare Advantage Sound + Rx (HMO)

List of plans the OTC benefit (\$25 per quarter) is offered to are as follows:

- Premera Blue Cross Medicare Advantage (HMO)
- Premera Blue Cross Medicare Advantage Peak + Rx (HMO)

<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 allowance. Quarterly benefit periods are distributed as follows:</p> <ul style="list-style-type: none"> • Quarter 1 (January, February and March) • Quarter 2 (April, May and June) • Quarter 3 (July, August and September) • Quarter 4 (October, November and December)
<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>You cannot exceed your benefit amount online or by phone. However, you may exceed your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store and pay the difference out of pocket.</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. There is, however, a quantity limit of 9 per any single item, per quarter. There are some select products that have special limits and these are marked with a “★” or “■” in the catalog.</p>
<p>How long will it take to receive my order?</p>	<p>You will receive your order within 14 days after it was placed.</p>
<p>Are all items available at the stores?</p>	<p>Not all items are available in stores. Items marked with a “●” in the catalog can only be ordered over the phone or online.</p>
<p>Is there a return policy?</p>	<p>Due to the personal nature of the products, no returns or exchanges are allowed. If you haven’t received your order or if you received a defective or damaged item, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711) within 30 days of placing your order to receive a replacement item.</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.

	<ul style="list-style-type: none">• Upon receipt of the items, return them to the CVS Retail location with your original receipt for a refund.
Who can I call if I have questions?	You may call us at 1-888-628-2770 (TTY: 711) from 9 AM to 8 PM PST Monday through Friday, 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.

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