



Explore OTC benefits

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Some Aetna Medicare plans include an over-the-counter (OTC) benefit. It offers members a convenient way to get generic OTC health and wellness products — up to a certain allowance amount — delivered straight to their homes.

Be sure to check the plan's Summary of Benefits to confirm if a plan offers this benefit. If it does, also check the plan's specific OTC allowance frequency, as it can be either monthly or quarterly. The allowance amount varies by plan.

Why use the OTC benefit?

- **Save money** — Members can get OTC items they need without spending money out of pocket
- **Easy access** — OTC orders are delivered straight to members' doorsteps
- **Save time** — One less trip to the pharmacy means members get to spend more time on what matters most

Getting started

When members enroll in a plan with an OTC benefit, they'll receive an OTC product catalog within 7–10 business days. Next, they can browse through approved OTC products in the catalog or online. Product categories include:

- Pain relief
- Digestions/Laxatives/Antacids
- Cough/Cold/Allergy
- Anti-hemorrhoidals
- First aid
- Foot care
- Adult incontinence
- Dental
- Ear & eye care
- Vitamins and minerals
- Personal care (e.g., sunscreen, lotions, cotton swabs)
- Miscellaneous (e.g., cleaning wipes, insect repellent)

How to place an order

Members will need to have their Aetna member ID to place an order. There are two ways to order:

 **By phone (toll-free):**
1-833-331-1573 (TTY: 711)

Monday to Friday, 9 a.m. to 5 p.m.

 **Online:**
cv.s.com/otchs/myorder

Members will need to register on the website first.

Ordering FAQs

How much can members order?

Some plans offer a monthly allowance amount and some plans offer a quarterly allowance amount. Each order should be less than or equal to their plan's allowance amount. If the plan has a monthly allowance, members can order once per month. If the plan has a quarterly allowance, members can place two separate orders per quarter.

What OTC products can members order?

Members must choose products from an approved catalog of OTC items.

When will products be delivered?

Once ordered, products should arrive in 7–10 business days.

Do OTC allowance amounts apply toward out-of-pocket maximums?

No, they do not.

If members order products that cost more than their allowance amount, can they pay the balance separately with cash or card?

No. Members cannot order OTC items that cost more than the allowance amount. If the selected items cost more than the allowance, they'll need to remove or replace items in their order, so it totals less than or equal to their allowance amount.

For plans with quarterly allowance amounts, they can place two separate orders up to the allowance amount per quarter.

Do unused allowance funds carry over to the next month or quarter?

No. For example, if a plan's allowance amount is \$10 per month or quarter, and a member orders \$5 of approved OTC products, the remaining funds do not roll over to the next month or quarter.

Questions?

If you have any questions about the OTC benefit for plans in your market, just contact your local Aetna Medicare broker manager.

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