



Health Solutions



2024

Over-the-Counter (OTC) Item Catalog

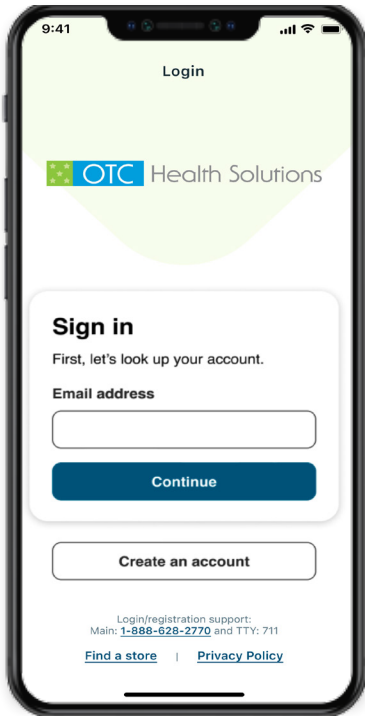


Please keep this valuable booklet nearby. You'll need it to look up the OTC items you want to order. It also contains step-by-step instructions on how to order online, by phone or use your OTC benefits in store.

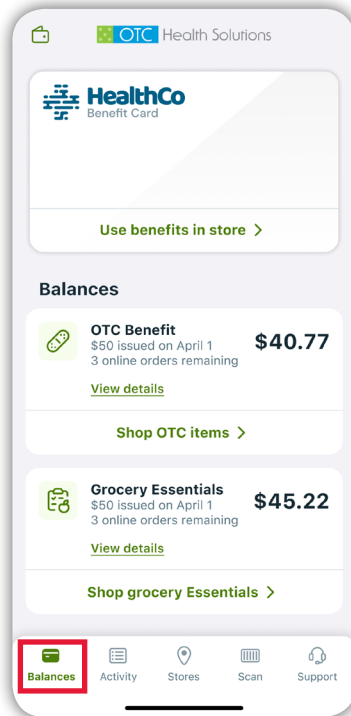


New! The OTC Health Solutions App

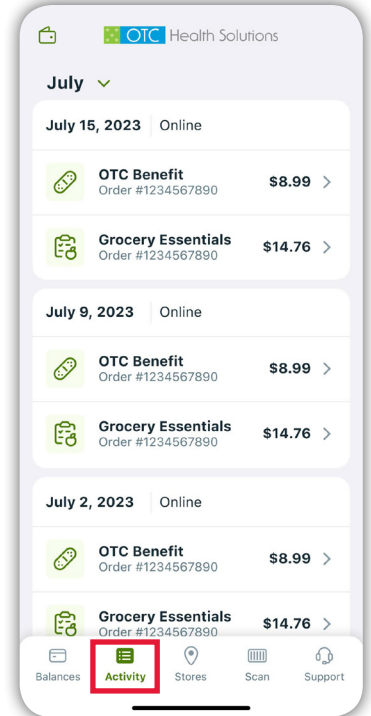
Get the most out of your benefit using our mobile app! Simply download the OTC Health Solutions app from the App Store (iOS) or Google Play (Android), to get started. This app will allow you to scan and view the items offered, process an order, view past orders, and view account information.



Sign in or create an account



View the balance of your benefits

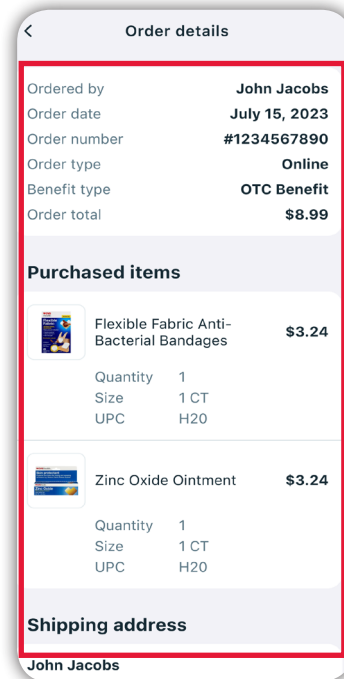


View your order history

Helpful tools:



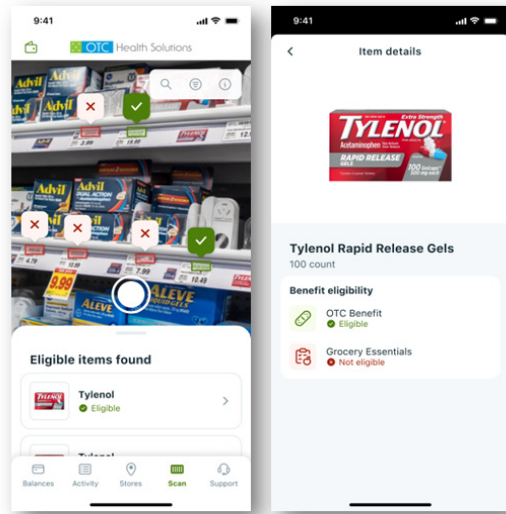
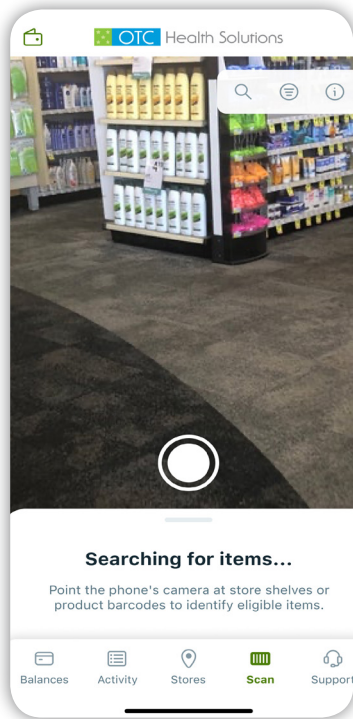
Store locator



View past order details, tracking information and current order status details

The OTC Health Solutions App in store

The OTC Health Solutions App makes it more convenient and quick to ring up items at a store. It is as easy as 1, 2, 3.



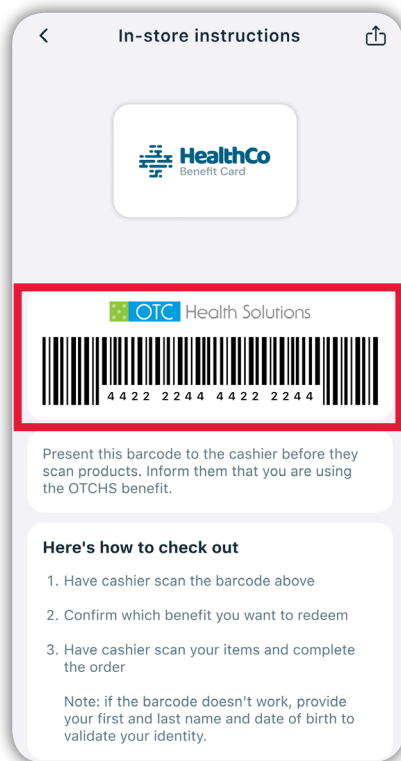
• Approved items



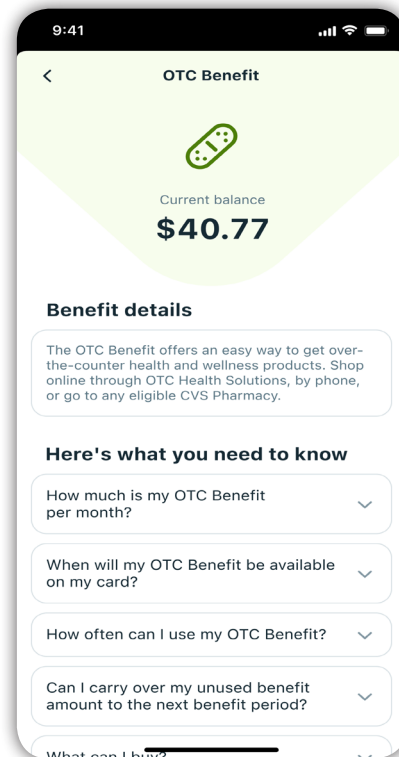
• Non-approved items



1. Scan or enter the items' barcode inside of the store to confirm if it is approved.



2. Show the cashier your digital barcode for faster check out.



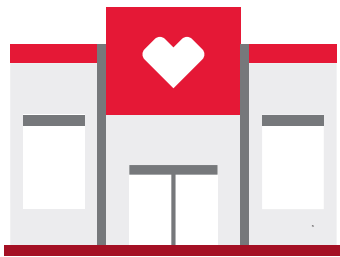
3. After every order you can check your remaining balance and additional FAQs.

Three convenient ways to place an order.

#1 In Store:

How to use your OTCHS (OTC Health Solutions) benefits in store:

- Visit a CVS Pharmacy® store (excluding Target, Schnucks and select other CVS Pharmacy® locations).
- Find approved items. Only the items in this booklet are available to order.
- Look for the “OTCH” indicator and review the SKU number to check if the item qualifies. Items can be found in the OTCHS section, throughout the aisles. You can also use the OTC Health Solutions App to scan the item’s label to confirm if it is approved.
- Go to any register to check out and give the cashier your first name, last name, and date of birth or present the cashier with your bar code in the OTC Health Solutions App.



Visit your nearest CVS Pharmacy store.

CODE	SKU	PRODUCT	SIZE	PRICE
A1	4411	ADAC CONTROL CLEARANCE	4.00	\$17
A2	4412	ADAC CONTROL CLEARANCE	1.00	\$4
A3	4413	ADAC CONTROL CLEARANCE	1.00	\$4
A4	4414	ADAC CONTROL CLEARANCE	1.00	\$4
A5	4415	ADAC CONTROL CLEARANCE	1.00	\$4
A6	4416	ADAC CONTROL CLEARANCE	1.00	\$4
A7	4417	ADAC CONTROL CLEARANCE	1.00	\$4
A8	4418	ADAC CONTROL CLEARANCE	1.00	\$4
A9	4419	ADAC CONTROL CLEARANCE	1.00	\$4
A10	4420	ADAC CONTROL CLEARANCE	1.00	\$4
A11	4421	ADAC CONTROL CLEARANCE	1.00	\$4
A12	4422	ADAC CONTROL CLEARANCE	1.00	\$4
A13	4423	ADAC CONTROL CLEARANCE	1.00	\$4
A14	4424	ADAC CONTROL CLEARANCE	1.00	\$4
A15	4425	ADAC CONTROL CLEARANCE	1.00	\$4
A16	4426	ADAC CONTROL CLEARANCE	1.00	\$4
A17	4427	ADAC CONTROL CLEARANCE	1.00	\$4
A18	4428	ADAC CONTROL CLEARANCE	1.00	\$4
A19	4429	ADAC CONTROL CLEARANCE	1.00	\$4
A20	4430	ADAC CONTROL CLEARANCE	1.00	\$4
A21	4431	ADAC CONTROL CLEARANCE	1.00	\$4
A22	4432	ADAC CONTROL CLEARANCE	1.00	\$4
A23	4433	ADAC CONTROL CLEARANCE	1.00	\$4
A24	4434	ADAC CONTROL CLEARANCE	1.00	\$4
A25	4435	ADAC CONTROL CLEARANCE	1.00	\$4
A26	4436	ADAC CONTROL CLEARANCE	1.00	\$4
A27	4437	ADAC CONTROL CLEARANCE	1.00	\$4
A28	4438	ADAC CONTROL CLEARANCE	1.00	\$4
A29	4439	ADAC CONTROL CLEARANCE	1.00	\$4
A30	4440	ADAC CONTROL CLEARANCE	1.00	\$4
A31	4441	ADAC CONTROL CLEARANCE	1.00	\$4
A32	4442	ADAC CONTROL CLEARANCE	1.00	\$4
A33	4443	ADAC CONTROL CLEARANCE	1.00	\$4
A34	4444	ADAC CONTROL CLEARANCE	1.00	\$4
A35	4445	ADAC CONTROL CLEARANCE	1.00	\$4
A36	4446	ADAC CONTROL CLEARANCE	1.00	\$4
A37	4447	ADAC CONTROL CLEARANCE	1.00	\$4
A38	4448	ADAC CONTROL CLEARANCE	1.00	\$4
A39	4449	ADAC CONTROL CLEARANCE	1.00	\$4
A40	4450	ADAC CONTROL CLEARANCE	1.00	\$4
A41	4451	ADAC CONTROL CLEARANCE	1.00	\$4
A42	4452	ADAC CONTROL CLEARANCE	1.00	\$4
A43	4453	ADAC CONTROL CLEARANCE	1.00	\$4
A44	4454	ADAC CONTROL CLEARANCE	1.00	\$4
A45	4455	ADAC CONTROL CLEARANCE	1.00	\$4
A46	4456	ADAC CONTROL CLEARANCE	1.00	\$4
A47	4457	ADAC CONTROL CLEARANCE	1.00	\$4
A48	4458	ADAC CONTROL CLEARANCE	1.00	\$4
A49	4459	ADAC CONTROL CLEARANCE	1.00	\$4
A50	4460	ADAC CONTROL CLEARANCE	1.00	\$4
A51	4461	ADAC CONTROL CLEARANCE	1.00	\$4
A52	4462	ADAC CONTROL CLEARANCE	1.00	\$4
A53	4463	ADAC CONTROL CLEARANCE	1.00	\$4
A54	4464	ADAC CONTROL CLEARANCE	1.00	\$4
A55	4465	ADAC CONTROL CLEARANCE	1.00	\$4
A56	4466	ADAC CONTROL CLEARANCE	1.00	\$4
A57	4467	ADAC CONTROL CLEARANCE	1.00	\$4
A58	4468	ADAC CONTROL CLEARANCE	1.00	\$4
A59	4469	ADAC CONTROL CLEARANCE	1.00	\$4
A60	4470	ADAC CONTROL CLEARANCE	1.00	\$4
A61	4471	ADAC CONTROL CLEARANCE	1.00	\$4
A62	4472	ADAC CONTROL CLEARANCE	1.00	\$4
A63	4473	ADAC CONTROL CLEARANCE	1.00	\$4
A64	4474	ADAC CONTROL CLEARANCE	1.00	\$4
A65	4475	ADAC CONTROL CLEARANCE	1.00	\$4
A66	4476	ADAC CONTROL CLEARANCE	1.00	\$4
A67	4477	ADAC CONTROL CLEARANCE	1.00	\$4
A68	4478	ADAC CONTROL CLEARANCE	1.00	\$4
A69	4479	ADAC CONTROL CLEARANCE	1.00	\$4
A70	4480	ADAC CONTROL CLEARANCE	1.00	\$4
A71	4481	ADAC CONTROL CLEARANCE	1.00	\$4
A72	4482	ADAC CONTROL CLEARANCE	1.00	\$4
A73	4483	ADAC CONTROL CLEARANCE	1.00	\$4
A74	4484	ADAC CONTROL CLEARANCE	1.00	\$4
A75	4485	ADAC CONTROL CLEARANCE	1.00	\$4
A76	4486	ADAC CONTROL CLEARANCE	1.00	\$4
A77	4487	ADAC CONTROL CLEARANCE	1.00	\$4
A78	4488	ADAC CONTROL CLEARANCE	1.00	\$4
A79	4489	ADAC CONTROL CLEARANCE	1.00	\$4
A80	4490	ADAC CONTROL CLEARANCE	1.00	\$4
A81	4491	ADAC CONTROL CLEARANCE	1.00	\$4
A82	4492	ADAC CONTROL CLEARANCE	1.00	\$4
A83	4493	ADAC CONTROL CLEARANCE	1.00	\$4
A84	4494	ADAC CONTROL CLEARANCE	1.00	\$4
A85	4495	ADAC CONTROL CLEARANCE	1.00	\$4
A86	4496	ADAC CONTROL CLEARANCE	1.00	\$4
A87	4497	ADAC CONTROL CLEARANCE	1.00	\$4
A88	4498	ADAC CONTROL CLEARANCE	1.00	\$4
A89	4499	ADAC CONTROL CLEARANCE	1.00	\$4
A90	4500	ADAC CONTROL CLEARANCE	1.00	\$4
A91	4501	ADAC CONTROL CLEARANCE	1.00	\$4
A92	4502	ADAC CONTROL CLEARANCE	1.00	\$4
A93	4503	ADAC CONTROL CLEARANCE	1.00	\$4
A94	4504	ADAC CONTROL CLEARANCE	1.00	\$4
A95	4505	ADAC CONTROL CLEARANCE	1.00	\$4
A96	4506	ADAC CONTROL CLEARANCE	1.00	\$4
A97	4507	ADAC CONTROL CLEARANCE	1.00	\$4
A98	4508	ADAC CONTROL CLEARANCE	1.00	\$4
A99	4509	ADAC CONTROL CLEARANCE	1.00	\$4
A100	4510	ADAC CONTROL CLEARANCE	1.00	\$4

Find approved items available through your plan’s booklet.



Look for the blue labels containing the OTCH indicator, SKU number or by scanning with the OTCHS App to confirm item eligibility.



Go to any register to process your order.



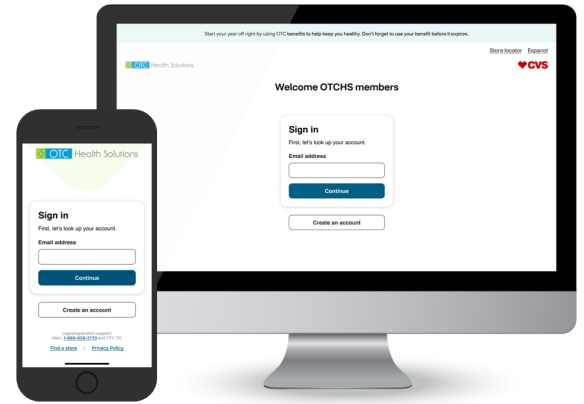
CODE	SKU	PRODUCT	SIZE	PRICE
A25	981751	CETIRIZINE 10MG SOFTGELS	40 CT	\$24
A53	444236	CETIRIZINE 10MG TABLETS	14 CT	\$11
A3	444238	CETIRIZINE 10MG TABLETS	30 CT	\$10
A27	444255	CETIRIZINE 10MG TABLETS	45 CT	\$24
A47	571851	CETIRIZINE 10MG TABLETS	365 CT	\$58

Look for “OTCH” followed by the 6-digit SKU number and match it to your plan catalog.

PLEASE NOTE: The regular retail price in the store may vary. For prices that apply when you use your OTC benefits, please consult this booklet. Booklet prices cannot be combined with promotional offers or ExtraBucks® Rewards. Not all products will be carried in all CVS® stores.

#2 Online:

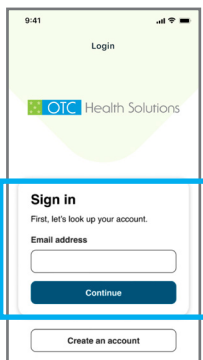
If it is your first time placing an order online, you will need to create an account. If a member shares an email address with a spouse or caregiver who also has an OTC account, they will only be able to make one account. It is no longer necessary to use a separate email address if you are eligible for multiple stipend benefits. If you already have an existing account, please use the email address and password you created for your period stipend benefit to log in.



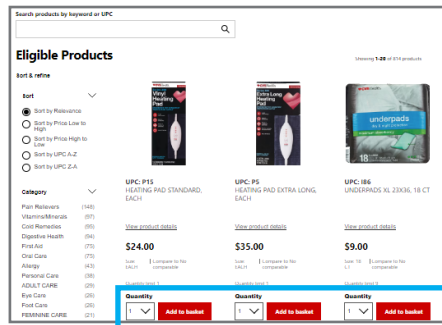
How to place an order online:

- Search for the OTCHS website:
<https://www.cvs.com/benefits>.
- After you sign in, your benefit amount and balance will show. Select the benefit you would like to shop for.
- Search through the available items and add to your basket. Your total and balance will be shown. Once you are ready to place your order, select “Checkout”.
- Confirm the shipping information and then select “Place Order”.
- You will be directed to the Order Summary. This page will show you the order number, shipping address, the date the order was processed, and the delivery timeframe.

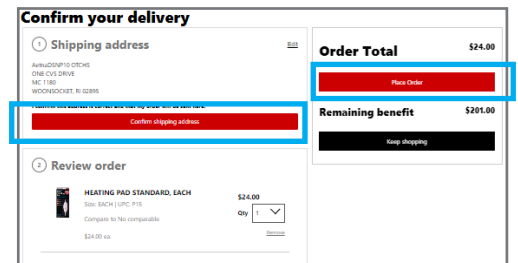
You will receive emails with the latest status updates as your order is processing.



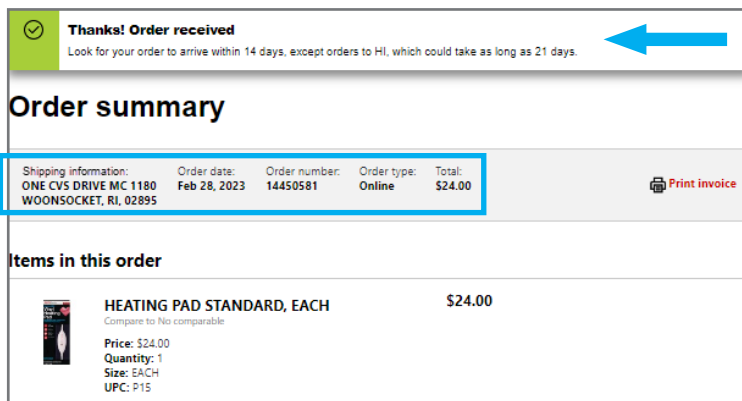
Sign in to your account.



Browse through the items and add to your basket.



Confirm shipping information and place your order.



The Order Summary page will appear. This will allow you to see the order number, shipping address, date of the order, and delivery timeframe.

IMPORTANT: Orders for each benefit period must be placed by 11:59 PM ET of the last day of the benefit period. Orders can only be cancelled within 30 minutes after being processed. Please review the order frequency limits located in the FAQs to avoid missing benefit amounts.

#3 By Phone:

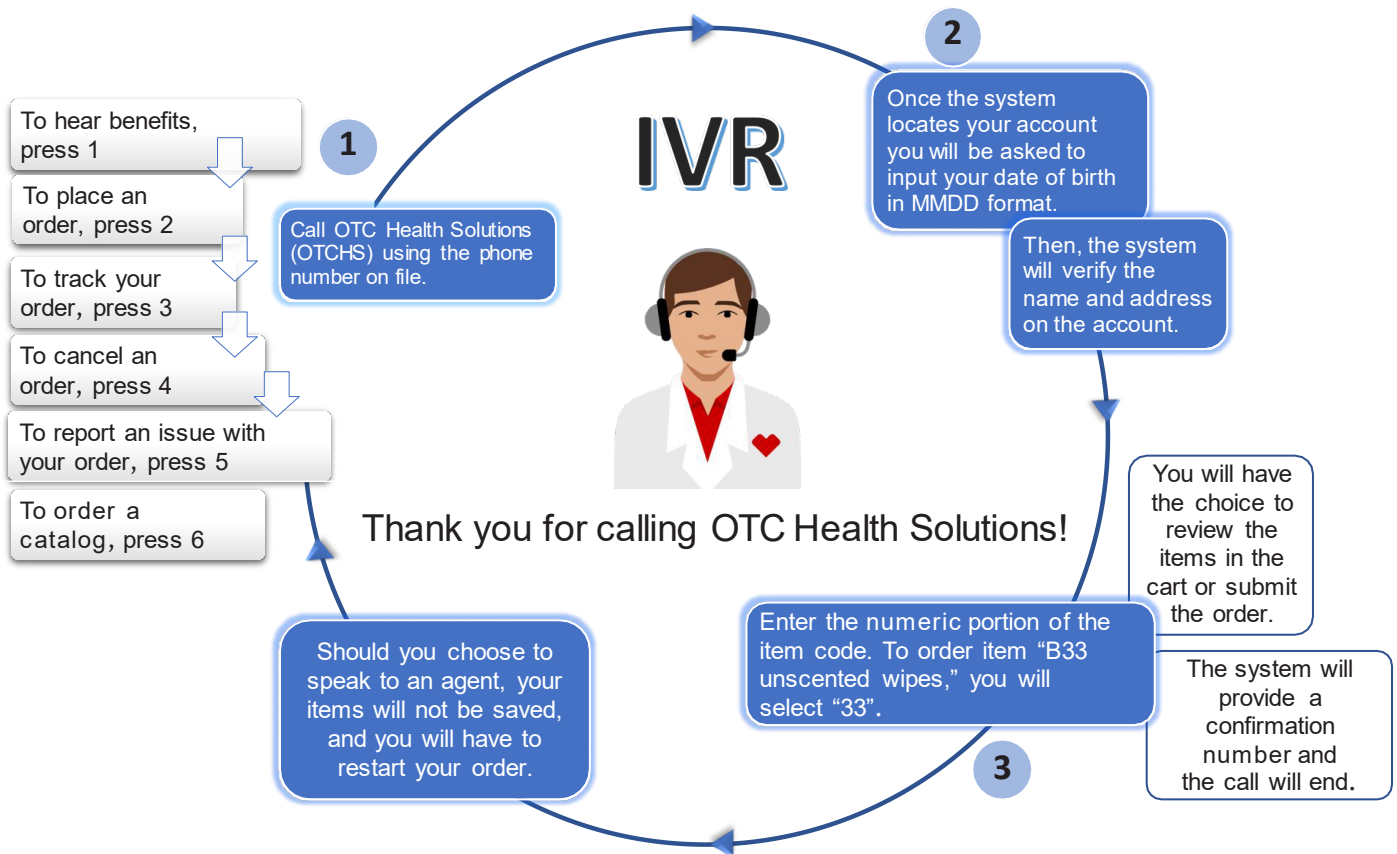
Orders can be placed by calling **1-888-628-2770 (TTY: 711)**. You can talk to an agent Monday to Friday, from 9 AM to 8 PM local time. Please have your order ready before you call.

How to place an order by phone (IVR system):

- Call OTCHS using the phone number on file. The phone number on file is provided to OTCHS by your health plan. If you wish to use a different number to order through the IVR system, you can provide the alternative number to an OTCHS agent so it can be added to your account.
- Please enter the number of the item code.

Example: If you want to order item “B33” you will enter “33” and wait for the system to repeat the item. The system will read back the item name, quantity, and ask if the selection is correct. Please let the system finish the prompt before you make your selection.

- Once the order is complete, you will have the choice to review and edit the items in the cart, submit the order, or speak to an agent. Should you choose to speak to an agent, your items will not be saved and you will have to restart your order.



RETURN POLICY: 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 within 30 days of placing your order.

- If your item is not in stock, an item of similar or greater value may be substituted in your order.

Frequently asked questions:

Where can I find my member ID number?

It can be found on the front of your health plan ID card. Refer to page 10 for additional instructions on how to locate it.

What is the Over-the-Counter (OTC) benefit?

The benefit lets you get over-the-counter items by going to any allowed stores. You can also order by phone at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time or online at <https://www.cvs.com/benefits>. You order from a list of approved items, and it will be sent to your address.

How much is my OTC benefit?

You have \$25 per month.

How often can I use my OTC benefit?

Your OTC benefit can be utilized once throughout the month.

Can I carry over unused benefit amount to the next benefit period?

Benefit amounts do not carry over.

Can I order more than my benefit amount?

You can't order more than your benefit amount online or by phone. However, you may go over your benefit amount at any allowed CVS Pharmacy® store and pay the difference out of pocket.

Are all items available at the stores?

Not all items are available in stores. Items marked with a “☐” in the catalog can only be ordered over the phone or online.

Is there a limit on the number of items I can order?

There is no limit on the number of items you may order. You can order up to three of the same item, per month. 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 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 **1-888-628-2770 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time.

Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use the automated IVR system or talk to an agent.

How do I confirm my order was placed?

Once the order is placed, you will receive an order number. Access to order history is also available in the portal/app. Always keep your order number.

Can I track my order?

You can use our automated IVR system to track an order. If your phone number or email was added to your account, you will also receive email/text updates. You can also view tracking information through our OTCHS portal/ app.

How can I receive another copy of this booklet?

You will get a digital copy of the booklet when you receive status updates through email or text. You can also contact Member Services with the number on your ID card to request one. Access to digital booklet will also be available in the Support tab in portal/app. A digital copy will also be available in the support section of the portal/ app.

Where can I get additional information about the 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 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 is the IVR used for?

You can always use our automated IVR system 24/7 to:

- Place an order
- Track an order
- Cancel an order
- Hear benefit information
- Order a booklet

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.

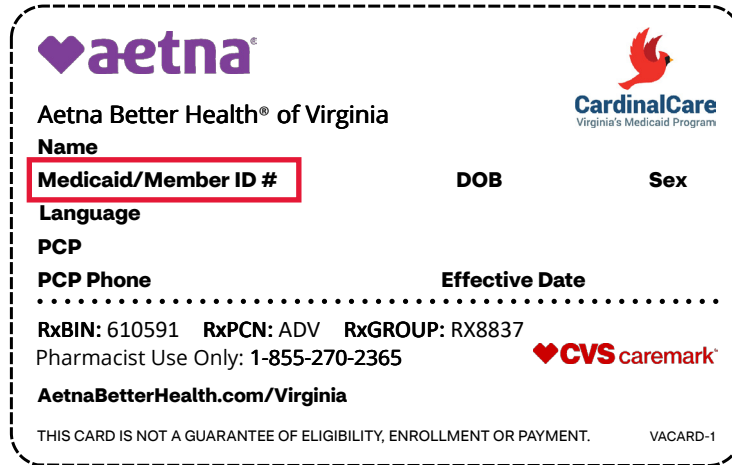
If you have not received your items within 14 days after ordering, please call: 1-888-628-2770 (TTY: 711), Monday to Friday, 9 AM to 8 PM local time.



Need help?

Get help locating your member ID

To log in or create an account online you can find your member ID on your insurance card. Refer to the example card shown.



Walkthrough videos

Scan the QR codes below to watch a walkthrough video on how to place your orders in store or online.

How to place an order in store



How to place an order online



Favorite Items



Diaper rash ointment

CODE B6
SKU 803987



Baby shampoo

CODE B3
SKU 217083



Ultra-soft unscented cleansing wipes

CODE B38
SKU 571810



Infants ibuprofen concentrated drops

CODE B34
SKU 478939



Baby care kit

CODE B29
SKU 382875



Little remedies saline spray and drops

CODE B35
SKU 805967



Cotton swabs

CODE B4
SKU 278382



Nuby standard neck bottles

CODE B28
SKU 382830



Huggies snug & dry diapers size 1

CODE B15
SKU 894617



Baby powder

CODE B2
SKU 304238

ADULT CARE

CODE	SKU	PRODUCT	SIZE	PRICE
CARE & ACCESSORIES				
A10	458004	ADULT CARE WIPES	192 CT	\$12
A11	520577	ADULT CARE WIPES	48 CT	\$8
A12	843837	FLUSHABLE WIPES	42 CT	\$4
PANTS				
A26	240473	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN L	19 CT	\$18
A27	241190	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN M	15 CT	\$18
A28	241455	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN XL	12 CT	\$18
A33	383182	UNISEX OVERNIGHT UNDERWEAR, L	14 CT	\$14
A34	383703	UNISEX OVERNIGHT UNDERWEAR, XL	12 CT	\$14
A35	489350	WOMEN'S UNDERWEAR MAX, L	18 CT	\$14
A36	830475	WOMEN'S UNDERWEAR MAX, L	32 CT	\$22
A37	489330	WOMEN'S UNDERWEAR MAX, S/M	20 CT	\$14
A38	830476	WOMEN'S UNDERWEAR MAX, S/M	36 CT	\$22
A39	973821	WOMEN'S UNDERWEAR MAX, XL	16 CT	\$14
A40	830474	WOMEN'S UNDERWEAR MAX, XL	28 CT	\$22

BABY CARE

BABY TOILETRIES				
B1	641837	BABY OIL GEL	6.5 OZ	\$5
B2	304238	BABY POWDER	22 OZ	\$6
B3	217083	BABY SHAMPOO	13.6 OZ	\$5
B4	278382	COTTON SWABS	375 CT	\$4
B5	107631	DESITIN OINTMENT	4 OZ	\$11
B6	803987	DIAPER RASH OINTMENT	2 OZ	\$5
B7	954732	EUCERIN BABY ECZEMA RELIEF CRÈME	5 OZ	\$12
B8	881201	HEALING OINTMENT	3 OZ	\$8
B9	709857	J&J BABY POWDER WITH CORNSTARCH	15 OZ	\$7
B10	134109	JOHNSON'S BABY LOTION	13.6 OZ	\$7
B11	275024	JOHNSON'S BABY SHAMPOO	13.6 OZ	\$7
B12	881193	MULTI-PURPOSE SKIN PROTECTANT OINTMENT	1.5 OZ	\$5
B13	949628	PETROLEUM JELLY	13 OZ	\$6
B14	309433	PLASTIC STICK COTTON SWABS	200 CT	\$3
DIAPERS				
B15	894617	HUGGIES SNUG & DRY DIAPERS SIZE 1	38 CT	\$13
B16	698908	HUGGIES SNUG & DRY DIAPERS SIZE 2	34 CT	\$13
B17	156297	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 3	31 CT	\$13
B18	156298	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 4	27 CT	\$13
B19	156302	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 5	22 CT	\$13
B20	156303	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 6	19 CT	\$13
ELECTROLYTES				
B21	408883	ELECTROLYTE MIX INDIVIDUALLY WRAPPED POWDER STICKS	8 CT	\$8
B22	393301	PEDIALYTE ADVANCED CARE PLUS POWDER	6 CT	\$14
FEEDING ACCESSORIES				
B23	459312	LANOLIN CREAM	1.41 OZ	\$12
B25	149525	LANSINOH DISPOSABLE NURSING PADS	60 CT	\$13
B26	806620	LANSINOH LANOLIN NIPPLE CREAM	1.41 OZ	\$15

CODE	SKU	PRODUCT	SIZE	PRICE
B28	382830	NUBY STANDARD NECK BOTTLES	3 CT	\$6
INFANT REMEDIES				
B29	382875	BABY CARE KIT	1 CT	\$15
B31	330812	GAS RELIEF DROPS	1 OZ	\$12
B32	994605	GAS RELIEF INFANT	0.5 OZ	\$6
B33	858818	INFANTS' ACETAMINOPHEN 10MG ORAL SUSPENSION	2 OZ	\$8
B34	478939	INFANTS' IBUPROFEN CONCENTRATED DROPS	1 OZ	\$9
B35	805967	LITTLE REMEDIES SALINE SPRAY AND DROPS	0.5 OZ	\$5
WIPES				
B36	740537	CLEANSING WIPES	64 CT	\$4
B37	888491	TODDLER WIPES	60 CT	\$3
B38	571810	ULTRA-SOFT SENSITIVE CLEANSING WIPES	64 CT	\$4
B39	692270	ULTRA-SOFT CLEANSING WIPES	64 CT	\$4
HOME DIAGNOSTICS - BLOOD PRESSURE				
H102 ▶■	800232	BLOOD PRESSURE MONITOR MANUAL UPPER ARM	1 CT	\$19
PAIN RELIEVERS - APOTHECARY				
P16	728132	EAR SYRINGE AND NASAL ASPIRATOR	2 CT	\$6
P18	715154	ORAL SYRINGE	1 CT	\$4
SUNCARE - CHILD/ BABY				
S23	197863	COPPERTONE BABY TEAR FREE SUNSCREEN SPF 50	6 OZ	\$14

