

## Frequently Asked Questions (FAQs)

### **Where can I find my member ID number?**

It can be found on the front of your health plan ID card.

### **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 mail. You order from a list of approved OTC items and we mail them directly to your home address.

### **How much is my OTC benefit?**

The amount depends on your benefit plan. Check your plan's documents or call us at 1-844-358-4459 (TTY: 1-877-672-2688).

### **How often can I use my OTC benefit?**

The order frequency depends on your benefit plan. Check your plan's documents or call us at 1-844-358-4459.

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

Unused benefit amounts do not roll over to the next benefit period.

### **Can I order more than my benefit amount?**

You cannot exceed your benefit amount.

### **Can I place partial orders?**

No, you must submit the full order at once or lose the remaining balance.

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

There is a quantity limit of five (5) of the same item, per order, with the exception of the blood pressure monitors, which are limited to one (1) per year.

### **How long will it take to receive my order?**

You will receive your order within 7-10 business days.

**Is there a return policy?**

If you receive a damaged item, please call 1-844-358-4459 within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

**Who can I call if I have questions?**

You may call us at 1-844-358-4459 (TTY: 1-877-672-2688) from 9:00 a.m. to 8:00 p.m., E.S.T. Monday through Friday.

**To order online you will need to register and create a new account and password.**

**To register for the first time and create your password:**

- Enter your member ID and zip code.
- You will then be directed to a registration page to provide an email address and create a password.
- You will receive an email with a link to complete the registration process.

**Password Rules:**

1. Password length must be at least eight (8) characters.
2. Password must contain at least one number and one letter.
3. To change your password, you will need to enter the old password.
  - There is no mandatory password reset.
  - You can change the password at any time.
4. You will not be able to reuse a password that has been used in the last 8 password resets.
5. Password cannot match user ID.
6. Password cannot be changed more than once within a 24-hour period.