



# **Aetna Better Health<sup>®</sup> of Kansas**

## Over The Counter Benefit

### Frequently Asked Questions (FAQs)

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

Your member ID is 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 order generic over-the-counter health and wellness products by phone **1-888-628-2770 (TTY: 711)** or online at [www.cvs.com/otchs/aetnaks](http://www.cvs.com/otchs/aetnaks). You order from a list of approved OTC items. OTC Health Solutions will ship them directly to your home address.

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

You have \$25 per household, per month.

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

Your OTC benefit can be used multiple times throughout the month. But you can't go over your \$25 monthly allowance.

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

No, unused benefit amounts do not roll over to the next month.

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

Your order total can't go over the \$25 amount. We can't accept payment to purchase items over your benefit. Please note, if you go over the \$25 amount, your order will not be processed.

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

There is no limit on the number of items you may order. There is a limit of five (5) per any single item, per month. And, you can only get one (1) blood pressure monitor per year.

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

**AetnaBetterHealth.com/Kansas**

KS-20-01-04

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

**Is there a return policy?**

If you receive a damaged item, call OTC Health Solutions at **1-888-628-2770** within 30 days after receiving your order. An identical replacement item will be shipped. Returns or exchanges are not allowed.

**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, ET, Monday through Friday.