OTC Frequently Asked Questions (FAQs)

Where can I find my Member ID number?
You’ll find it on your Aetna/Coventry/Innovation Health/Allina member 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 Summary of Benefits, Evidence of Coverage, or call us at 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 8:00 p.m., ET. Monday through Friday.

How often can I use my OTC benefit?
You can place one order per month.

How can I place my monthly OTC order?
You can place your order by phone or online. Please call 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 8:00 p.m., ET. Monday through Friday or go to http://myorder.otchs.com

Can I carry over unused benefits to the next benefit period?
Unused benefits don’t roll over to the next benefit period.

Can I order more than my benefit amount?
You can’t spend more than your monthly benefit amount. For example, if your monthly benefit is $15 and your order total is $15.95, you will have to remove items from your order to meet your total monthly benefit.

Can I place partial orders?
You are only allowed one order per month. Please make sure your order is complete prior to submitting online or calling Customer Service.
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 quantity limit of five (5) per any single 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?

Orders processed on any given day begin the packing and shipping process the following day. You’ll receive your order within 7-10 business days.

Is there a Return Policy?

There is a return policy only for damaged items. Damaged items can be replaced with the same items by calling OTC Health Solutions within 30 days after receiving your order.

Who can I call if I have questions?

Call us at 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 8:00 p.m. ET, Monday through Friday.

You’ll need to register online to create a new password.

To register for the first time:

- Enter your member ID and ZIP code.
- You’ll then be directed to a registration page to create your password
  - The registration process will consist of: providing an email address and creating a new 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 a password, you’ll need to enter the old password and create a new one.
   - There’s no mandatory password reset.
   - You can change your password at any time.
4. You can't reuse a password that you've already used in the last 8 password resets.
5. Passwords can't match user ID.
6. You can't change your password more than once within a 24-hour period.

Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

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