



Explore OTC benefits

AetnaMedicare.com

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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 quarterly benefit. The allowance amount varies by plan and it's a "use it or lose it" benefit. Any unused allowance amount will not carry over to the next quarter.

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 catalog in the mail by the plan effective date or shortly thereafter. They'll also have access to a digital copy. It's available online with other plan documents at

AetnaMedicare.com/OTCCatalog. Once on the landing page, members can choose the plan year (2022), and select their "State," "County," and "Plan Name" from the drop-down menus. All applicable plan documents will populate. Members can then click on the OTC catalog to open it.

OTC product options

Members can use their OTC allowance on any items listed in the approved OTC catalog. Items not included in the catalog are not covered by the benefit. Product categories include:

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|---------------------------------|--|
| • Pain relief | • Dental |
| • Digestions/laxatives/antacids | • Ear & eye care |
| • Cough/cold/allergy | • Vitamins and minerals |
| • Anti-hemorrhoidals | • Personal care (e.g., sunscreen, lotions, cotton swabs) |
| • First aid | • Miscellaneous (e.g., cleaning wipes, insect repellent) |
| • Foot care | |
| • Adult incontinence | |

How to place an order

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



By phone (toll-free):

1-833-331-1573 (TTY: 711)

Monday to Friday, 9 AM to 8 PM local time
(except Hawaii).



In-store:

Where available, members can obtain their OTC items at select approved participating OTCHS-enabled CVS Pharmacy® stores. To find your nearest location, use the store locator at cvs.com/otchs/myorder/storelocator.



Online:

cvs.com/otchs/myorder

Members will need to register on the website before placing an order. Order forms cannot be mailed to Customer Service.

NOTE: Items purchased outside of the benefit are not reimbursable (e.g., member purchases qualifying items at CVS and pays cash, then sends in a receipt).

Ordering FAQs

How much can members order?

Members can place three (3) separate orders per quarter (e.g., one in store and two online, three in store, etc.). The combined total of the orders must be less than or equal to the plan's maximum benefit.

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.

When will products be delivered?

Once ordered, products should arrive within 14 days.

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

No, they do not.

Do unused allowance funds carry over to the next quarter?

Any unused allowance amount during the quarter will not roll over to the next 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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