

## Benefit Guideline: Over-The-Counter (OTC) Allowance Program

**Effective: 1/1/2023-12/31/2024**

### **Products:**

Medica DUAL Solution<sup>®</sup> - Minnesota Senior Health Options (MSHO)

### **Benefits Defined**

Allowance of \$200 per quarter for over-the-counter items not covered by Medical Assistance.

### **Covered Services**

Members receive a quarterly allowance of \$200 (January, April, July, and October) to obtain over-the-counter items available through our partner CVS' mail order service online or by phone delivered to their home. There is no carry-over of unused allowance from quarter to quarter.

### **Eligibility:**

- MSHO members currently enrolled with Medica.

### **Process**

- Members can access the OTC catalog online under the Medica MSHO member page.
- Members may order products online by going to [www.cvs.com/benefits](http://www.cvs.com/benefits)
  - Members use their Member ID, date of birth, Zip Code and current email address, choose the "Create Account" button and follow the instructions, and create a password for their account.
  - Each member registering needs their own email address. If a member shares an email address with a spouse or caregiver who also has an OTC account, they need to create their own email address.
- Members may order via phone by calling 1-888-628-2770 (TTY: 711). Monday to Friday, from 9 AM to 8 PM CST. Member needs to have their ID and order ready when placing an order by phone. Care Coordinators can help members with ordering as needed.
- Members may also order via the OTC Health Solutions App
  - Members download the OTC Health Solutions app from the App Store (IOS) or Google Play (Android).
  - The app will allow members to scan and view the items offered, process and order, view past orders, and view account information.
- Members calling outside of business hours or who elect to, can use the automated Interactive Voice Response (IVR) system 24/7 to place an order, track an order, cancel, and order, hear benefit information or order a catalog.
- **Considerations:** There is no limit on the number of items a member may order. There is, however, a quantity limit of 9 per any single item, per quarter. There are some select products that have special limits and these are marked with a "■" or "★" in the catalog.

- Order totals cannot exceed the benefit amount, and CVS cannot accept payment to purchase items over the benefit of \$200 per quarter.
- Most orders arrive in less than 7 business days. There may be exceptions during peak volume periods as well as for orders containing hazmat items. If a member has not received their order within 14 days they can call OTC Health Solutions at 1-888-628-2770 (TTY: 711).

This Medica Benefit Guideline for Care Coordination products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.

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