

Aetna Better Health® Kids

Over-the-Counter (OTC) Benefit



Frequently Asked Questions (FAQs)

What is the OTC benefit?

The OTC benefit offers you an easy way to get generic over-the-counter health and wellness items. You can choose from a list of approved OTC items.

Get your items by going to any CVS Pharmacy® store that is OTC Health Solutions-enabled. You can also order by phone or online, and your items will be mailed to your home address.

Do I need my member ID number?

Yes. You can find it on the front of your Aetna Better Health® Kids health plan ID card.

How much is my OTC benefit?

You have \$30 per month.

How often can I use my OTC benefit?

Your OTC benefit can be utilized multiple times throughout the month.

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

The benefit amount of \$30 per calendar month may be used by the member in the month it is received. Any unused portion of the monthly benefit may be carried into the following month; however, if the unused portion is not used during that month, it will expire. Please note, any unused benefit amount in December will not carry over to the next year.

Are all items available at the stores?

Not all items are available in stores. Items marked with a “Ⓢ” in the booklet can only be ordered over the phone or online.

You choose how to get your monthly OTC items



BY PHONE

Call **1-888-628-2770**,
TTY: 711 to order by phone



ONLINE



Order online at
[CVS.com/otchs/abhkids](https://www.cvs.com/otchs/abhkids)



IN A CVS STORE

Visit a participating
CVS Pharmacy®



Visit our OTC web page for more
details about the OTC benefit

aetnabetterhealthpenn.com/otc

Call Aetna Better Health® Kids at **1-800-822-2447** (TTY: 711)

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Aetna Better Health® Kids



Can I order more than my benefit amount?

You cannot exceed your benefit amount online or by phone. However, you may exceed your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy store and pay the difference out of pocket.

How many items can I order?

There is no limit on the total number of items you may order. You may order up to 3 of the same item per month. (Please note there are some items that have special limits.)

How long will it take to receive my order?

You will receive your order within 14 days after it was placed.

Can I cancel my order once it has been placed?

Orders can only be cancelled within ONE HOUR after being placed.

How do I know my order was placed?

Once the order has been completed, you will receive a confirmation number. Always make sure to receive and keep your confirmation number.

Can I track my order?

You can opt in to receive tracking information via email or text; simply advise an agent when placing your order.

How will the items be shipped?

Items are shipped via USPS to your home at no charge to you. Please allow up to 14 days for delivery.

If you have not received your items within 14 days after ordering, please call **1-888-628-2770** (TTY: 711), Monday – Friday, 9:00 AM – 8:00 PM.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (TTY: 711).

ATENCIÓN: Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al 1-800-385-4104 (TTY: 711).

ВНИМАНИЕ: Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру 1-800-385-4104 (TTY: 711).