

# Over-the-counter (OTC) Item Catalog

2025



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Get the most out of your benefit using our mobile app! Simply download the OTCHS app from the App Store (iOS) or Google Play (Android), to get started. This app will allow you to process an order, view past orders, view account information, and more!



<https://apps.apple.com/us/app/otc-health-solutions/id6473449658>



[https://play.google.com/store/apps/details?id=com.speakmobilewhitelabel.release&pcampaignid=web\\_share](https://play.google.com/store/apps/details?id=com.speakmobilewhitelabel.release&pcampaignid=web_share)





# Three convenient ways to place an order.

## #1 In Store:



Visit your nearest CVS Pharmacy® store\*.



Find approved items through your plan's booklet. Only the items in this booklet are available to order.



Look for the blue labels that contain the OTCH indicator and SKU number.



Go to any register to checkout.



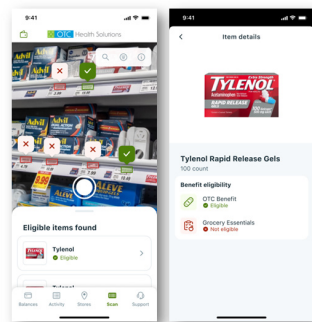
## Walkthrough Video


Scan the QR code below or visit <https://youtu.be/pkrCpGs6iuc> to watch a walkthrough video on how to checkout in store.



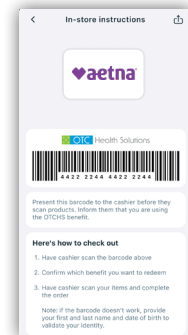
## OTCHS Mobile App In Store Perks

Scan or enter the items' barcode to confirm if it is approved.



-  • Approved
-  • Non-approved

Show the cashier your digital barcode for faster check out.

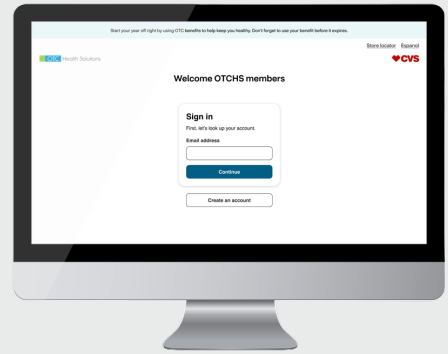


**PLEASE NOTE:** The regular retail price in the store may vary. For prices that apply when you use your OTC benefits, please consult this booklet. Booklet prices cannot be combined with promotional offers or ExtraBucks® Rewards.

\*Excluding Target, Schnucks and select other CVS Pharmacy® locations.

## #2 Online: <https://www.cvs.com/benefits>

**First time placing an order online?** You will need to create an account. If you share an email with a spouse or caregiver who also has an OTC account, you will only be able to make one account. It is no longer necessary to use a separate email address if you are eligible for multiple stipend benefits. You must complete a two-step authentication to finish signing up.



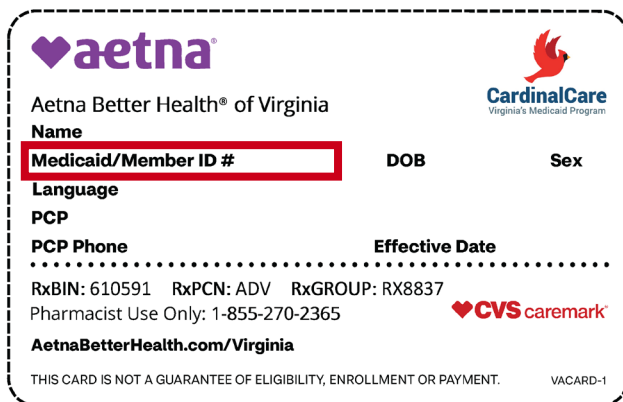
- Search for the OTCHS website and sign in.
- Select the benefit you would like to shop for.
- Search and add items to your basket. Once you are ready to place your order, select “Checkout”.
- Confirm the shipping information and select “Place Order”. Please contact your Health Plan for any permanent address change needed.
- You will be directed to the Order Summary. This page will show your order details and the delivery timeframe.

You will receive emails with the latest status updates as your order is processing.

## Need help?

### Find Your Member ID

You can find your member ID on your insurance card. Refer to the example card below.



### Walkthrough Video

Scan the QR code above or visit [https://youtu.be/xod\\_yFwoTNE](https://youtu.be/xod_yFwoTNE) to watch a video on how to place your orders online.

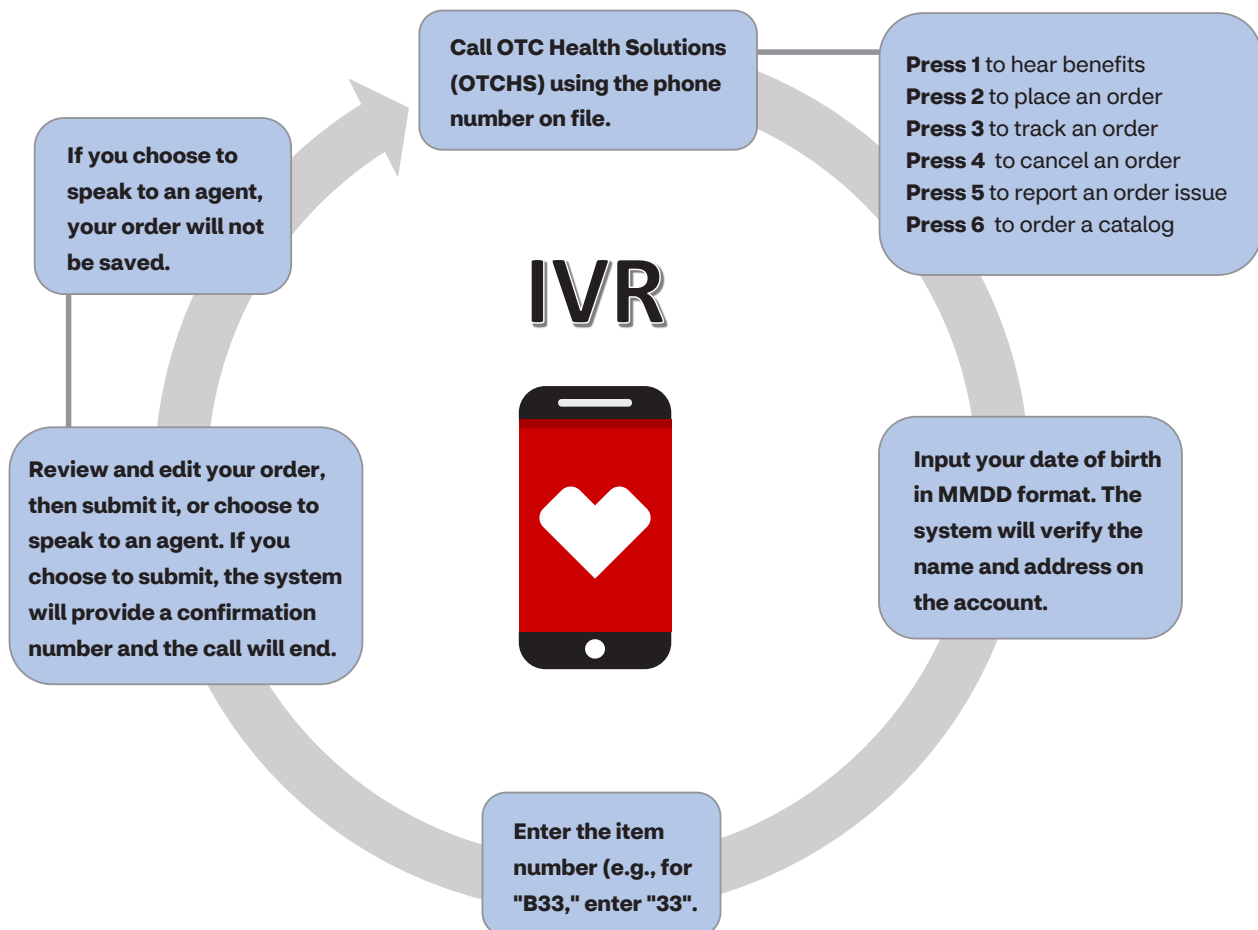
**IMPORTANT:** Orders for each benefit period must be placed by 11:59 PM ET on the last day of the benefit period. Please review the order frequency limits located in the FAQs to avoid missing benefit amounts.

### #3 By Phone:

Orders can be placed by calling **1-888-628-2770 (TTY: 711)**. You can talk to an agent Monday to Friday, from 9 AM to 8 PM local time. Please have your order ready before you call.

#### How to place an order through the Interactive Voice Response (IVR) system:

- Call using the phone number on file. The phone number on file is provided to OTCHS by your health plan. If you wish to use a different number to order, you can provide the alternative number to an OTCHS agent so it can be added to your account.
- Please enter the number of the item code. For example, if you want to order item “B33” you will enter “33” and wait for the system to repeat the item and ask if the selection is correct. Please let the system finish the prompt before you make your selection.
- Once the order is complete, you will have the choice to review and edit the items in the cart, submit the order, or speak to an agent. **Should you choose to speak to an agent, your items will not be saved, and you will have to restart your order.**



**RETURNS POLICY:** Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order, received a defective or damaged item, please call OTC Health Solutions within 30 days of placing your order. If your item is not in stock, an item of similar or greater value may be substituted in your order.

# Frequently asked questions (FAQs)

**1. Where can I find my member ID number?**

It can be found on the front of your health plan ID card. Refer to page 4 for instructions on how to locate it.

**2. What is the Over-the-Counter (OTC) benefit?**

The benefit lets you get OTC items by going to any allowed stores. You can also order by phone at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time or online at <https://www.cvs.com/benefits>. You order from a list of approved items, and it will be sent to your address.

**3. How much is my OTC benefit?**

You have \$20 per month.

**4. How often can I use my OTC benefit?**

Your OTC benefit can be used throughout the month up until the \$20 limit.

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

Benefit amounts do not carry over.

**6. Can I order more than my benefit amount?**

You can't order more than your benefit amount online or by phone. However, you may go over your benefit amount at any allowed CVS Pharmacy® store and pay the difference out of pocket.

**7. Are all items available at the stores?**

No. Items marked with a (☎) in the catalog can only be ordered over the phone or online.

**8. Are all items available online?**

Yes. All items in the catalog are available online.

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

There is no limit on the number of items you can order.

**10. How long will it take to receive my order?**

Most orders will arrive in less than 5 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days please call OTC Health Solutions at **1-888-628-2770 (TTY: 711)** Monday to Friday, from 9 AM to 8 PM local time.

# Frequently asked questions (FAQs)

**11. Can I cancel my order once it has been placed?**

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use the automated IVR system or talk to an agent.

**12. How do I confirm my order was placed?**

Once the order is placed, you will receive an order number. Access to order history is also available in the OTCHS portal/app. Always keep your order number.

**13. Can I track my order?**

You will receive status updates through email/ text. You can also use our IVR system or the OTCHS portal/app to view tracking information.

**14. How can I receive another copy of this catalog?**

You will get a digital copy of the catalog when you receive status updates through email or text. You can also contact Member Services with the number on your ID card to request one. A digital copy will also be available in the support section of the OTCHS portal/app.

**15. Where can I get additional information about the products?**

The SKU numbers that can be used at <https://www.cvs.com> to look up the images and item details.

**16. How will the items be shipped?**

Items are shipped via UPS to your home at no cost to you.

**17. Can I return items and receive cash as reimbursement?**

No. You receive an allowance from your health plan to spend on eligible OTC items, there are no cash reimbursements allowed through this program.

**Additional notes:**

- Items in this booklet are for personal use and can only be ordered for the member.





# Favorite Items



ADULT CARE WIPES  
**CODE A23**  
**SKU 458004**



WOMEN'S OVERNIGHT  
 BLADDER CONTROL  
 PADS  
**CODE A52**  
**SKU 964701**



UNDER PADS XL  
**CODE A27**  
**SKU 512509**



ITCH RELIEF VAGINAL  
 CREME  
**CODE F54**  
**SKU 318718**



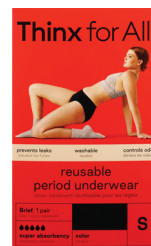
MICONAZOLE 1 DAY  
 VAGINAL INSERT AND  
 CREAM  
**CODE F91**  
**SKU 721062**



VAGISIL DAILY  
 INTIMATE WASH  
**CODE F42**  
**SKU 870863**



KOTEX PANTILINER  
**CODE F71**  
**SKU 494525**



THINX FOR ALL  
 MENSTRUAL BRIEFS  
 BLACK S  
**CODE F75**  
**SKU 625028**



MENSTRUAL PMS  
 RELIEF  
**CODE F55**  
**SKU 740732**



TAMPONS  
 MULTIPACK  
**CODE F86**  
**SKU 416639**



UPC	SKU	DESCRIPTION	SIZE	PRICE
<b>ADULT CARE</b>				
<b>CARE &amp; ACCESSORIES</b>				
A20 🚚	455786	ADULT CARE WIPES	42 CT	\$4.00
A21	816326	ADULT CARE WIPES	96 CT	\$15.00
A22	520577	ADULT CARE WIPES	48 CT	\$8.00
A23	458004	ADULT CARE WIPES	192 CT	\$12.00
A25	857360	MEDICATED WIPES VALUE SIZE	48 CT	\$8.00
A27	512509	UNDER PADS XL	18 CT	\$10.00
<b>LIGHT END</b>				
A37	970823	ALWAYS DISCREET PADS, VERY LIGHT LONG	44 CT	\$7.00
<b>PADS</b>				
A44	294528	ALWAYS DISCREET EXTRA HEAVY LONG PADS	28 CT	\$17.00
A45	364973	ALWAYS DISCREET EXTRA HEAVY PAD	33 CT	\$17.00
A46	970845	ALWAYS DISCREET HEAVY LONG PADS	39 CT	\$17.00
A47	970844	ALWAYS DISCREET HEAVY PADS	48 CT	\$17.00
A48	970850	ALWAYS DISCREET MODERATE LONG PADS	54 CT	\$17.00
A49	970846	ALWAYS DISCREET PADS, MODERATE	66 CT	\$17.00
A50	652779	ALWAYS DISCREET ULTRA LONG PADS	26 CT	\$17.00
A51	795728	WOMEN'S BLADDER CONTROL PADS, LONG	27 CT	\$13.00
A52	964701	WOMEN'S OVERNIGHT BLADDER CONTROL PADS	30 CT	\$13.00
A53	150744	WOMEN'S PROTECTIVE PADS, MAX LONG	39 CT	\$13.00
A54	535872	WOMEN'S PROTECTIVE PADS, MODERATE	66 CT	\$13.00
A55	240487	WOMEN'S PROTECTIVE PADS, MODERATE	20 CT	\$6.00
A56	714508	WOMEN'S PROTECTIVE PADS, ULTIMATE	33 CT	\$13.00
A57	699083	WOMEN'S THIN FIT PROTECTIVE PADS, HEAVY	48 CT	\$13.00
A58	181771	WOMEN'S THIN FIT PROTECTIVE PADS, MODERATE	66 CT	\$13.00
<b>PANTS</b>				
A63	240473	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN L	14 CT	\$18.00
A64	241190	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN M	15 CT	\$18.00
A65	241455	DEPEND NIGHT DEFENSE UNDERWEAR FOR WOMEN XL	12 CT	\$18.00
A70	383182	UNISEX OVERNIGHT UNDERWEAR, L	14 CT	\$14.00
A71	383703	UNISEX OVERNIGHT UNDERWEAR, XL	12 CT	\$14.00
A72	489350	WOMEN'S UNDERWEAR MAX, L	18 CT	\$14.00
A74	489330	WOMEN'S UNDERWEAR MAX, S/M	20 CT	\$14.00
A76	973821	WOMEN'S UNDERWEAR MAX, XL	16 CT	\$14.00
A78 🚚	335475	WOMEN'S UNDERWEAR MAX XXL	14 CT	\$14.00

UPC	SKU	DESCRIPTION	SIZE	PRICE
<b>FEMININE CARE</b>				
<b>FULL SIZE PADS</b>				
F28	872996	KOTEX ALL NIGHT PADS WITH WINGS	13 CT	\$7.00
F29	872990	KOTEX CLEAN WEAR ULTRA THIN PADS WITH WINGS	18 CT	\$7.00
F30	872985	KOTEX CLEAN WEAR ULTRA THIN PADS WITH WINGS HEAVY	16 CT	\$7.00
F31	927025	MAXI PADS LONG SUPER	42 CT	\$4.00
F32	692443	MAXI PADS REGULAR	48 CT	\$4.00
F33	127200	MAXI PADS WITH WINGS LONG SUPER	32 CT	\$4.00
F34	842800	MAXI PADS WITH WINGS OVERNIGHT	36 CT	\$6.00
F35	872912	ULTRA THIN PADS LONG SUPER	40 CT	\$4.00
F36	836891	ULTRA THIN PADS WITH WINGS REGULAR	36 CT	\$4.00
<b>INTIMATE CLEANSING</b>				
F41	289061	CLEANSING WIPES FLUSHABLE FRAGRANCE FREE	32 CT	\$5.00
F42	870863	VAGISIL DAILY INTIMATE WASH	12 OZ	\$10.00
<b>MEDICATION</b>				
F54	318718	ITCH RELIEF VAGINAL CREME	1 OZ	\$6.00
F55	740732	MENSTRUAL PMS RELIEF	32 CT	\$7.00
F56	110601	PAMPRIN MENSTRUAL RELIEF TABLETS	20 CT	\$8.00
<b>SMALL SIZE PADS</b>				
F71	494525	KOTEX PANTILINER	80 CT	\$10.00
F72	729612	KOTEX THIN AND FLEXIBLE LINERS	50 CT	\$6.00
F73	470890	THINX FOR ALL MENSTRUAL BRIEFS BLACK L	1 CT	\$17.00
F74	664121	THINX FOR ALL MENSTRUAL BRIEFS BLACK M	1 CT	\$17.00
F75	625028	THINX FOR ALL MENSTRUAL BRIEFS BLACK S	1 CT	\$17.00
F76	501914	THINX FOR ALL MENSTRUAL BRIEFS BLACK XL	1 CT	\$17.00
<b>TAMPONS</b>				
F81	729605	KOTEX U CLICK TAMPONS UNSCENTED REGULAR	16 CT	\$6.00
F82	729603	KOTEX U CLICK TAMPONS UNSCENTED SUPER	16 CT	\$6.00
F83	729602	KOTEX U CLICK TAMPONS UNSCENTED SUPER PLUS	16 CT	\$6.00
F86	416639	TAMPONS MULTIPACK	34 CT	\$6.00
<b>VAGINAL ANTIFUNGAL</b>				
F91	721062	MICONAZOLE 1 DAY VAGINAL INSERT AND CREAM	1 CT	\$18.00
F92	333336	MICONAZOLE 7 DAY VAGINAL CREAM	7 CT	\$11.00
<b>PERSONAL CLEANSING</b>				
<b>HAND SANITIZER</b>				
P138	147577	PURELL ADVANCED GEL PUMP	2 OZ	\$2.00
P139	158439	PURELL ADVANCED HAND SANITIZER WITH ALOE	8 OZ	\$5.00
P140	669862	PURELL HAND SANITIZER	4 OZ	\$4.00

**IMPORTANT:** Item list is subject to change. In the event an item is out of stock, an item of similar or greater value will be substituted in your order. If an item is recalled by the manufacturer for any reason, it will be removed from the product offering immediately.





Items purchased through this program may be reported back to the program sponsor for their operations and administration of the program.