

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



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

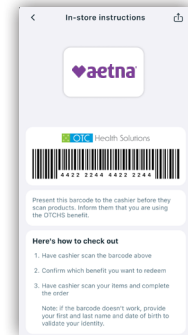
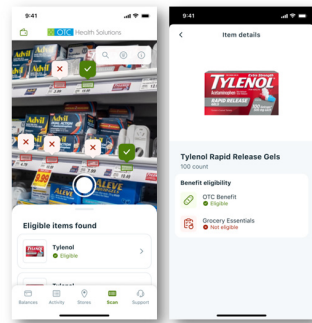
Scan the QR code below or visit <https://youtu.be/pkrCpGs6iuc> to watch a walkthrough video on how to checkout in store.



OTCHS Mobile App In Store Perks

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

Show the cashier your digital barcode for faster check out.



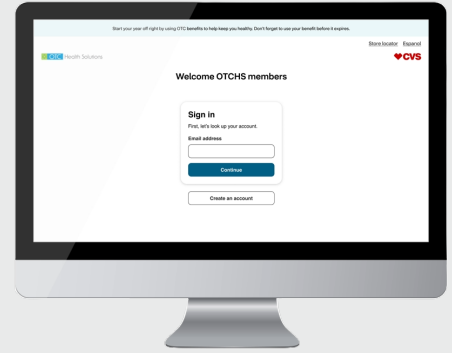
-  • Approved
-  • Non-approved

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. If you already have an existing account, please use the email address and password you created for your period stipend benefit to log in. You must complete a two-step authentication to finish signing up.



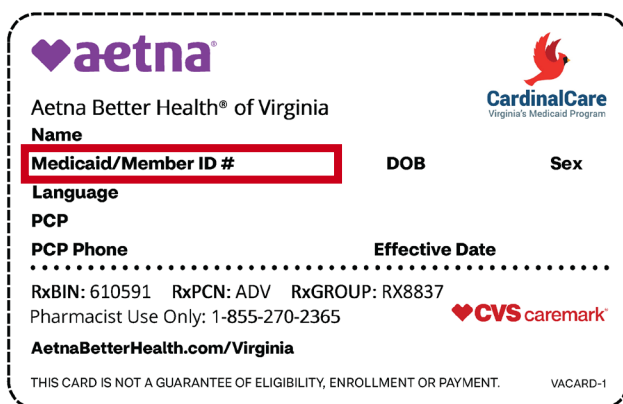
- Search for the OTCMS website and sign in.
- Select the benefit you would like to shop for.
- Search and add items to your basket. Once you are ready to place your order, select “Checkout”.
- Confirm the shipping information and select “Place Order”. Please contact your Health Plan for any permanent 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 to watch a video on how to place your orders online.

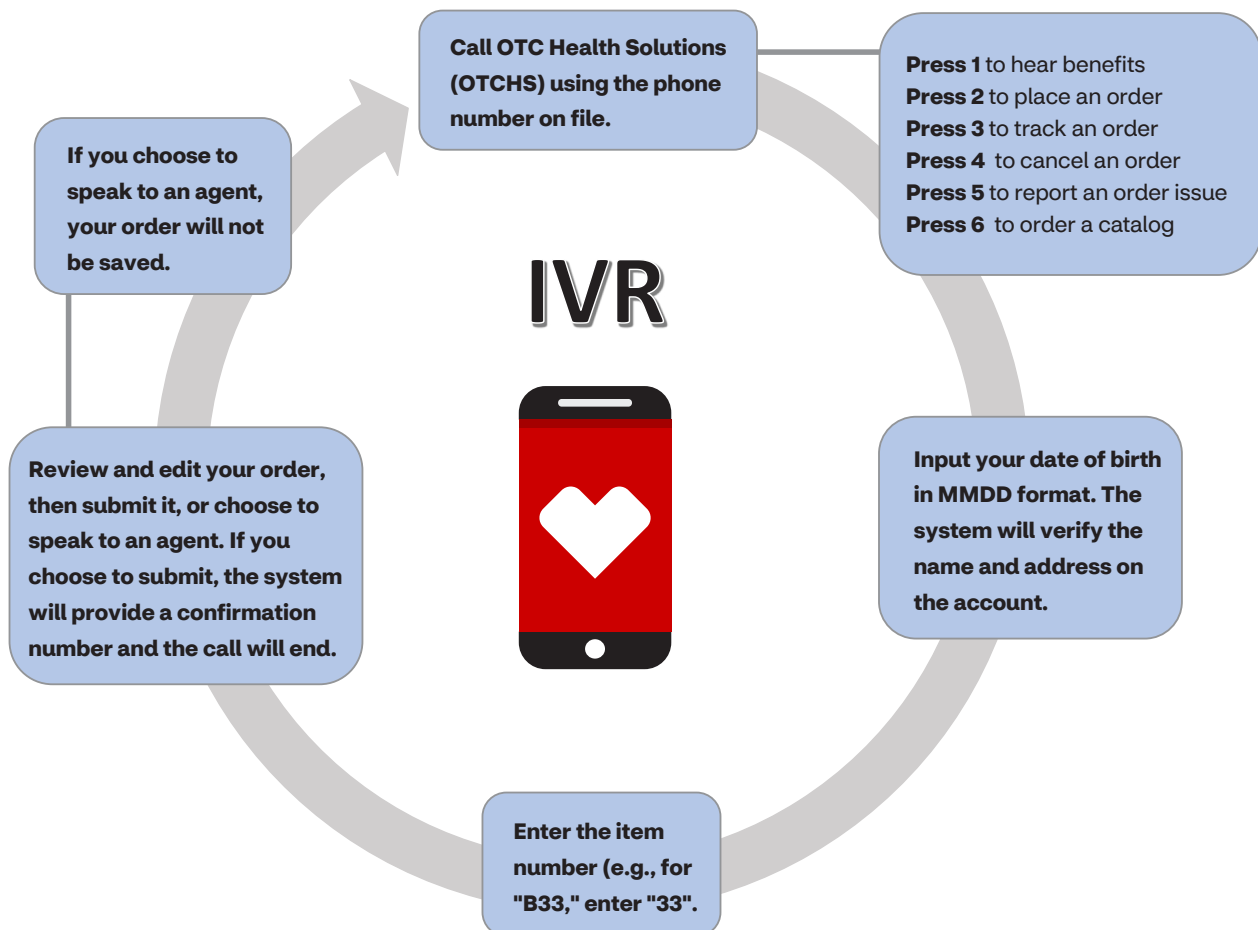
IMPORTANT: Orders for each benefit period must be placed by 11:59 PM ET on the last day of the benefit period. Please review the order frequency limits located in the FAQs to avoid missing benefit amounts.

#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 \$25 per month.

4. How often can I use my OTC benefit?

Your OTC benefit can be used throughout the month up until the \$25 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 this 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. However, there are select items that are only available once per year. These items are marked with a (📅) in the catalog.

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:

- To order certain items, it is advised that you talk to your doctor before you place an order. These are called “dual-purpose items” which are marked with a (‡).
- 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



BABY SHAMPOO
CODE B3
SKU 217083



COTTON SWABS
CODE B4
SKU 278382



CARMEX CLASSIC LIP BALM 3 PACK
CODE C128
SKU 882775



ULTRA-SOFT SENSITIVE CLEANSING WIPES
CODE B63
SKU 571810



BABY CARE KIT
CODE B40
SKU 382875



GOLD BOND THERAPEUTIC FOOT CREAM
CODE F210
SKU 311199




HEATING PAD STANDARD
CODE E4
SKU 215313




HUGGIES SNUG & DRY DIAPERS SIZE 1
CODE B19
SKU 894617



ASPIRIN 81MG TABLETS
CODE P61
SKU 419423

UPC	SKU	DESCRIPTION	SIZE	PRICE
ADULT CARE				
CARE & ACCESSORIES				
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
PANTS				
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
A73	830475	WOMEN'S UNDERWEAR MAX, L	32 CT	\$22.00
A74	489330	WOMEN'S UNDERWEAR MAX, S/M	20 CT	\$14.00
A75	830476	WOMEN'S UNDERWEAR MAX, S/M	36 CT	\$22.00
A76	973821	WOMEN'S UNDERWEAR MAX, XL	16 CT	\$14.00
A77	830474	WOMEN'S UNDERWEAR MAX, XL	28 CT	\$22.00
APPAREL				
A162	184730	COPPER-TREATED COMFORT SOCKS, L/XL BLACK	3 CT	\$10.00
A163	184812	COPPER-TREATED COMFORT SOCKS, L/XL WHITE	3 CT	\$10.00
A164	184935	COPPER-TREATED COMFORT SOCKS, S/M BLACK	3 CT	\$10.00
A165	184626	COPPER-TREATED COMFORT SOCKS, S/M WHITE	3 CT	\$10.00
BABY CARE				
BABY TOILETRIES				
B1	304238	BABY POWDER	22 OZ	\$6.00
B2	330744	BABY POWDER WITH ALOE	22 OZ	\$7.00
B3	217083	BABY SHAMPOO	13.6 OZ	\$5.00
B4	278382	COTTON SWABS	375 CT	\$4.00
B5	107631	DESITIN OINTMENT	4 OZ	\$11.00
B6	803987	DIAPER RASH OINTMENT	2 OZ	\$4.00
B7	954732	EUCERIN BABY ECZEMA RELIEF CRÈME	5 OZ	\$12.00
B8	709857	J&J BABY POWDER WITH CORNSTARCH	15 OZ	\$8.00
B9	134109	JOHNSON'S BABY LOTION	13.5 OZ	\$6.00
B10	275024	JOHNSON'S BABY SHAMPOO	13.6 OZ	\$6.00
B11	949628	PETROLEUM JELLY	13 OZ	\$6.00
B12	309433	PLASTIC STICK COTTON SWABS	200 CT	\$3.00
B13	125451	VAPOR BABY BATH WASH	15 OZ	\$6.00
B14	308760	VITAMIN A&D OINTMENT	16 OZ	\$17.00

UPC	SKU	DESCRIPTION	SIZE	PRICE
DIAPERS				
B19	894617	HUGGIES SNUG & DRY DIAPERS SIZE 1	38 CT	\$13.00
B20	698908	HUGGIES SNUG & DRY DIAPERS SIZE 2	34 CT	\$13.00
B21	513731	HUGGIES SNUG & DRY DIAPERS SIZE 7	15 CT	\$13.00
B22	156297	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 3	31 CT	\$13.00
B23	156298	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 4	27 CT	\$13.00
B24	156302	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 5	22 CT	\$13.00
B25	156303	HUGGIES ULTRATRIM UNISEX DIAPERS SIZE 6	19 CT	\$13.00
ELECTROLYTES				
B30	393301	PEDIALYTE ADVANCED CARE PLUS POWDER	6 CT	\$14.00
FEEDING ACCESSORIES				
B35	382830	NUBY STANDARD NECK BOTTLES	3 CT	\$6.00
INFANT REMEDIES				
B40	382875	BABY CARE KIT	1 CT	\$15.00
B41	330812	GAS RELIEF DROPS	1 OZ	\$11.00
B42	994605	GAS RELIEF INFANT	0.5 OZ	\$6.00
B44	858818	INFANTS' ACETAMINOPHEN 10MG ORAL SUSPENSION	2 OZ	\$8.00
B45	478939	INFANTS' IBUPROFEN CONCENTRATED DROPS	1 OZ	\$9.00
B46	805967	LITTLE REMEDIES SALINE SPRAY AND DROPS	0.5 OZ	\$4.00
MOM				
B51	459312	LANOLIN CREAM	1.41 OZ	\$12.00
B52	461879	LANSINOH BREASTMILK STORAGE BAGS	50 CT	\$16.00
B53	149525	LANSINOH DISPOSABLE NURSING PADS	60 CT	\$13.00
B54	806620	LANSINOH LANOLIN NIPPLE CREAM	1.41 OZ	\$15.00
WIPES				
B60	740537	CLEANSING WIPES	64 CT	\$4.00
B61	888491	TODDLER WIPES	60 CT	\$3.00
B62	692270	ULTRA-SOFT CLEANSING WIPES	64 CT	\$4.00
B63	571810	ULTRA-SOFT SENSITIVE CLEANSING WIPES	56 CT	\$4.00
CHILDRENS REMEDIES				
COLD REMEDIES				
C17	155912	RIGID TIP DIGITAL THERMOMETER	1 CT	\$10.00
PAIN RELIEVERS				
C33	715154	ORAL SYRINGE	1 CT	\$4.00
COLD REMEDIES				
LIP				
C128	882775	CARMEX CLASSIC LIP BALM 3 PACK	1.05 OZ	\$5.00
EXTERNAL PAIN				
HOT COLD				
E4	215313	HEATING PAD STANDARD	1 CT	\$25.00
FIRST AID				
TREATMENTS				
F137	482649	EPSOM SALT	22 OZ	\$5.00

UPC	SKU	DESCRIPTION	SIZE	PRICE
FOOT CARE				
FOOT GROOMING				
F210	311199	GOLD BOND THERAPEUTIC FOOT CREAM	4 OZ	\$10.00
HAND & BODY				
THERAPEUTIC				
H40	483135	INTENSE DRY SKIN THERAPY LOTION	16.9 OZ	\$9.00
H42	447703	SKIN THERAPY LOTION	5.5 OZ	\$6.00
HOME DIAGNOSTICS				
BLOOD PRESSURE				
H47  ‡	800232	BLOOD PRESSURE MONITOR MANUAL UPPER ARM	1 CT	\$19.00
HOUSEHOLD				
HOUSEWARES				
H158	278510	INDOOR NIGHT LIGHTS	2 CT	\$8.00
PAIN RELIEVERS				
APOTHECARY				
P21	728132	EAR SYRINGE AND NASAL ASPIRATOR	2 CT	\$6.00
HEART HEALTH				
P55	126148	ASPIRIN 81MG CHEWABLE TABLETS ORANGE	36 CT	\$8.00
P56	547802	ASPIRIN 81MG CHEWABLE TABLETS ORANGE	36 CT	\$2.00
P61	419423	ASPIRIN 81MG TABLETS	32 CT	\$3.00
PERSONAL CLEANSING				
BODY WASH				
P128	103571	AVEENO SKIN RELIEF BODY WASH FRAGRANCE FREE	12 OZ	\$10.00
SUNCARE				
GENERAL PROTECTION SKIN				
S26	401537	CHILDREN'S CLEAR SPRAY SUNSCREEN SPF 50	6 OZ	\$9.00
S27	197863	COPPERTONE BABY TEAR FREE SUNSCREEN SPF 50	6 OZ	\$13.00

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.