



Aetna Medicare members can use their plan's over-the-counter (OTC) benefit allowance in-store at select participating CVS Pharmacy and Navarro store locations

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Aetna Medicare members can enjoy the convenience of in-store or online shopping with their over-the-counter (OTC) plan allowance. The in-store option gives members the time and convenience they want. When they visit a select participating pharmacy, they can hold and compare actual products while they shop for other items or pick up prescriptions.

Availability

Participating CVS Pharmacy locations are available in the following states: AL, AR, AZ, CA, CT, FL, GA, IA, ID, IL, IN, KS, KY, LA, ME, MI, MN, MO, MS, NC, NH, NJ, NV, NY, OH, PA, RI, SC, TN, TX, UT, VA, VT, WA, and WI. Beginning January 1, 2022, additional locations will be available in OK and NE. Members can also use this benefit at all Navarro locations in FL.

How to find a participating CVS Pharmacy

Please note that not all CVS Pharmacy locations in the above states are equipped to handle these transactions. To find participating stores, members can use the store locator link, [cvs.com/otchs/myorder/storelocator](https://www.cvs.com/otchs/myorder/storelocator) or call **1-833-331-1573 (TTY: 711)**.

What can members expect?

It's easy for members to redeem their plan's OTC allowance in store.

- Most participating CVS Pharmacy locations have a dedicated section that's stocked with eligible OTC products from the Aetna Medicare OTC catalog. For others, eligible products will have blue tags that match their product number in their catalog. (We encourage members to look through the OTC catalog before they go to the store, or take their OTC catalog with them).
- Members can use their allowance to purchase any of those OTC products.
- After making their selection, members can check out at any register by informing the cashier that they have an OTC benefit and presenting their Aetna Medicare ID card or valid ID before any products are scanned at the register. The member ID card is used to verify eligibility and apply the benefit allowance, not as a direct payment.

Key things to know

Are all items in the OTC catalog available in store?

No, not all items in the OTC catalog are available in store. Items marked with an asterisk (*) are available for home delivery only.

If a product listed in the OTC catalog is unavailable at a particular store, members will need to order the product online at [cvs.com/otchs/myorder](https://www.cvs.com/otchs/myorder) or by calling **1-833-331-1573 (TTY: 711)**. Products are typically delivered within 14 days.

If a member wants to purchase multiple items, and certain items are not available in store, the member will be required to complete the entire order over the phone or online. Partial in-store orders are not allowed.

FAQs

Where can members find the Aetna Medicare OTC catalog?

In 2022, we'll be mailing OTC catalogs to all members in plans with an OTC benefit. Members should receive their catalog by the plan effective date or shortly thereafter. They can also access a digital copy of the catalog online with other plan documents at [AetnaMedicare.com/OTCCatalog](https://www.AetnaMedicare.com/OTCCatalog). Once on the page, choose 2022 for the plan year, then select the state, county, and plan name from the drop-down menu. All applicable plan documents will populate. Members can then click on the OTC catalog to download or open it.

Do unused allowance amounts carry over to the next quarter?

No. Unused quarterly allowance amounts do not carry over to the next applicable benefit period.

Where can I find a plan's OTC allowance amount and frequency?

The allowance amounts vary by plan. Check the plan's Summary of Benefits for details.

How often can members use their allowance?

Members can place three separate orders per quarter (e.g., one in store and two online, three in store, etc.).

If members choose items that cost more than their allowance amount, can they pay the balance separately with cash or card?

No. If members select items that cost more than the allowance, they'll need to adjust their selection so the total cost doesn't exceed allowance amount.

Questions? We're here to help

If you have any questions, just contact your Aetna Medicare Broker Manager.



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