

2022 Over-the-Counter (OTC) Health Solutions (OTCHS) Product Catalog

Keep this booklet where you can easily get to it. You'll want to reference this often and use it to help you place an OTC order.

Use this to place an OTC order between January 1, 2022 and December 31, 2022.

AETNA DSNP AetnaMedicare.com



Y0001_NR_27721_2021_C

Here are three convenient ways to place an order.

Choose the way that works best for you.



In-store

(where available)

You can obtain your OTC items at select approved participating OTCHS-enabled CVS Pharmacy® or Navarro® stores. To find your nearest location, go to **cvs.com/otchs/myorder/storelocator**.

How to use your OTCHS benefits in store:

- 1. Refer to your OTC catalog to identify items in the catalog you want to purchase. Only the items listed in your catalog are available through your plan. If an item with a blue label is not listed, you will not be able to select it.
- Go to any select approved participating OTCHS enabled CVS Pharmacy[®], CVS Pharmacy y más[®], or Navarro[®] store.
 IMPORTANT: Not all CVS stores participate in this benefit. To find your nearest location, go to

IMPORTANT: Not all CVS stores participate in this benefit. To find your nearest location, go to <u>cvs.com/otchs/myorder/storelocator</u> or contact OTCHS at **1-833-331-1573 (TTY: 711)**.

3. Go to OTCHS section of the store (for stores with a dedicated section) to locate eligible products with blue signs. Or look for the blue labels identifying eligible approved products throughout the store.

Note: In-store prices may vary from those listed in this catalog. However, the prices listed in the catalog are what will be deducted from your benefit. Products with blue labels may be located in the dedicated OTCHS section or throughout the aisles in the store.

4. You can redeem your benefit at any register. To check out, inform the cashier you have an OTC benefit. Present your member ID insurance card or a valid ID to the cashier before the cashier begins to scan products. Your member ID card is used to verify eligibility, not as a payment.

Please note that the regular retail price in the store may vary. For prices that apply when you use your OTC benefits, please consult this catalog. Catalog prices cannot be combined with promotional offers or ExtraBucks® Rewards. Not all products will be carried in all CVS® OTCHS enabled stores.

Online

The fastest, easiest and most convenient way to order 24/7 is to visit **cvs.com/otchs/myorder**.

How to place an order online:

1. Create an account

- If it's your first time placing an order online, you will need to create an account by visiting **<u>cvs.com/otchs/myorder</u>**.
 - Choose the "Create Account" button and follow the instructions.
 - You will need your member ID, date of birth, ZIP code and current email address.
 (Each member registering needs to have a separate email address. If a member shares an email address with a spouse or caregiver who also has an OTC account, they will only be able to register one account.)
 - You will also need to create a password.
- If you need help locating your member ID, select "Get help locating your member ID."
- Remember to save your password for future orders. You'll need your member ID or email address along with your password to sign in again.
- If you forget your password, choose the "Forgot Password?" button to create a new one.

2. Place an order

- Once you sign in, your benefit amount and balance will be displayed at the top of the page.
- Browse through the available products and add to your basket. Your order total will automatically deduct from your balance at the top of the page.
- Once you are ready to place your order, choose "Checkout."
- On the Checkout page, confirm the shipping address displayed is correct by selecting the disclaimer. Then, review and place your order. It will arrive within 14 days.
- You will receive an email with tracking information once your order has shipped. You'll receive another email once your order has been delivered.
- Please review the order frequency limits located on the FAQs to avoid missing benefit funds.

Reminder: Orders for each benefit period must be placed by 11:59 PM ET of the last day of the period.



Phone

You can place an order by calling 1-833-331-1573 (TTY: 711).

Monday – Friday, 9 AM – 8 PM local time (except Hawaii) where you can speak to a live agent. You can also order 24/7 via our automated system. Please have your member ID card and order ready when placing your order by phone.

How to place an order by phone (IVR system):

- 1. Call OTCHS at 1-833-331-1573.
- 2. Once the system locates your account, you will be asked to input your date of birth in MMDD format.

3. The system will verify the name and address on the account.

4. You need to select the numerical portion of the item code.

Example: If you would like to order item "C11 Sore Throat Lozenges," you will select "11" and wait for the prompt to confirm the item. Once the system locates the item, it will read back the product name and quantity and ask if the selection is correct. Please allow the system to complete the statement before making your selection.

- If yes, the system will add the item to your cart.
- If no, the system will provide an option to edit the product or the quantity.

5. Once the order is completed, you will have the choice to review the items in the cart or submit the order.

- If you submit the order without review, the system will provide a confirmation number and the call will disconnect.
- If you want to review your order, the system will enable you to edit the items, start over, submit the order or speak with a representative.

Note: Should you choose to speak to a representative, your items will not be saved. You will have to restart your order.

• Through the IVR system, you will also be able to track your order and/or request a catalog.

Please note:

- There is a quantity limit of nine (9) per any single item, per quarterly benefit, with the following exceptions:
 - Blood pressure monitors and pill box with alert reminder, which are limited to one (1) per year
 - Digital thermometers, which are limited to one (1) per quarterly benefit period
 - Rechargeable toothbrushes, which are limited to one (1) per quarterly benefit period
 - The TENS Targeted Muscle Therapy machines, which are limited to one (1) per quarterly benefit period
 - The standard Quad cane black and Heating pad are limited to one (1) per quarterly benefit period
- Online orders must be submitted by 11:59 PM local time (except Hawaii) to be acknowledged and processed as an order for that day.
- Orders will be shipped to your home at no extra charge. Please allow 14 days for delivery.
- **Return policy:** If you receive a damaged item, please call OTCHS within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

Important information to remember:

- Products in this catalog may be ordered only for the enrolled member.
- The price of an item may not exceed the amount of your benefit amount.
- Reimbursements are not allowed for this benefit. Items purchased outside of the benefit are not covered or reimbursable.
- All applicable OTC benefit limits apply to all channels including in-store/retail transactions at participating store locations.
- A member cannot mail in their OTC order request to Member Services.

If you have not received your order within 14 days after ordering or you would like to place an order by phone, just call: 1-833-331-1573 (TTY: 711).

We experience high call volumes the first and last weeks of the month. Your OTCHS order can be placed at any time during the month. Monday – Friday, 9 AM – 8 PM local time (except Hawaii).

Not all items are available in all stores. If your item is not available, please contact OTCHS or visit **<u>cvs.com/otchs/myorder/storelocator</u>** to process your order.

If a product becomes out of stock after you order it, we'll put it on backorder. We'll ship it to you as soon as it becomes available.

- You'll receive an email advising the product is delayed.
- If your items are shipped and there are some missing items, the packing slip will show those missing items.
- You can call Member Services for the latest status updates or to request a replacement order.
- If the product is out of stock when you try to place an order, you won't be able to order it.
- This applies to phone and online orders.

Any items marked with a "*" will be available for home delivery only. Any item marked with a "**" is identified as a dual-purpose item. Members may order the item only after discussing the item with their doctor who recommends the item for a particular purpose.

FDA disclosure statement on Minerals and Vitamins: There are various claims about the value and effects of these supplements. Therefore, it's important that you speak to your doctor before ordering and taking these supplements to make sure they are right for you in light of your medical conditions. These statements have not been evaluated by the Food and Drug Administration.

🔆 A	llergy			
Code	SKU	Product	Amt.	Price
A2	477066	Allergy Relief Tablets Compare to: Benadryl	24 CT	\$4
A3	444238	Cetirizine 10mg Tablets Compare to: Zyrtec	30 CT	\$14
A5	232642	Loratadine 10mg, 24 Hr Regular Compare to: Claritin	30 CT	\$15
A6	847260	Fexofenadine Tablets 180mg Compare to: Allegra	30 CT	\$14
(A10)	232641	Loratadine 10mg Compare to: Claritin	10 CT	\$8
A11	389345	Levocetrizine Allergy Relief Compare to: Xyzal	35 CT	\$16
A16	583518	Loratadine 10mg Tablets Compare to: Claritin	365 CT	\$40
(A17)	302860	Flonase Allergy Relief Spray	0.38 OZ	\$19
A18	442579	Zyrtec Allergy 24hr Relief 10mg Tablets	90 CT	\$47
A19	625325	Claritin 24hr 10mg Tablets	100 CT	\$50
A53	444236	Allergy Cetirizine 10mg Tablets Compare to: Zyrtec	14 CT	\$11
(A59)	238246	Fluticasone Nasal Spray Compare to: Flonase	0.34 OZ	\$13

🗞 C	old Rei	nedies			
Code	SKU	Product		Amt.	Price
C3	895139	Cold Flu & Sore Throat Max Compare to: Mucinex Fast-max	EXP Crief Fu A Sector Fund The sector of the	6 OZ	\$11
C5	970454	AirShield Adult Gummies**		42 CT	\$10
C7	587618	Medicated Chest Rub Compare to: Vicks VapoRub	CONSISTENT OF CONSISTENT. OF CONSISTENT OF CONSISTENT. OF CONSISTENT OF CONSISTENT OF CONSISTENT OF CONSISTENT OF CONSISTENT OF CONSISTENT. OF CONSISTENT OF CONSISTENT OF CONSISTENT OF CONSISTENT OF CONSISTENT. OF CONSISTENT OF CONSISTENT O	3.5 OZ	\$6
C8	155912	Digital Thermometer		1 CT	\$8
C9	381791	Airshield Twin Pack Orange Compare to: Airborne		20 CT	\$10
C11	707032	Sore Throat Lozenges Compare to: Cepacol	Construction of the second sec	18 CT	\$4
C12	971824	Tussin CF Max Strength Compare to: Robitussin CF		4 OZ	\$6
C13	707516	Tussin DM Compare to: Robitussin DM	Karana Karan	4 OZ	\$6
C15	889580	AirShield Berry Chew** Compare to: Airborne		32 CT	\$6
C16	297625	Nasal Decongestant Tabs Compare to: Sudafed PE	CONSTRUCTION CONSTRUCTION CONSTRUCTION CONSTRUCTION CONSTRUCTION CONSTRUCTION CONSTRUCTION CONSTRUCTION CONSTRUCTION	18 CT	\$4

Code	SKU	Product		Amt.	Price
C17	164963	Sugar Free Honey Lemon Cough Drop Compare to: Halls	VALUE SIZE EVEN	150 CT	\$6
C18	884883	Sugar Free Cough Drop Menthol Compare to: Halls	VALUE SIZE EXP VALUE	150 CT	\$6
C19	297885	Chest Congestion Relief 400mg Compare to: Humibid e	CVCROath	60 CT	\$9
C21	164183	No Drip Nasal Mist Compare to: Afrin	Korn Constant and	1 OZ	\$6
C22	202227	Micro Temple Thermometer		Each	\$23
C23	834800	Temple Thermometer		Each	\$38
C24	890425	Daytime Cold/Flu Softgels Compare to: Vicks DayQuil		16 CT	\$6
C25	465804	Cold Remedy Melts Citrus Compare to: Zicam		25 CT	\$9
C26	954407	Severe Nighttime Cold & Flu Relief Berry Compare to: NyQuil		8 OZ	\$ 7
C28	953437	Nasal Strips Clear Small Compare to: Breathe Right	CVSHOOL CONTRACTOR	30 CT	\$10
C29	159734	Nasal Decongestant Inhaler	Real Conception of the second	0.07 OZ	\$5

Code	SKU	Product		Amt.	Price
C 31	972801	Sore Throat & Cough Lozenges Mixed Berry Compare to: Cepacol		18 CT	\$4
C32)	896024	Sinus Cleanser Wash Kit		Each	\$10
C33	173270	Mucus ER DM Max Strength Compare to: Mucinex		14 CT	\$13
C34	277898	Medicated Chest Rub Compare to: Vicks VapoRub		1.76 OZ	\$4
C36	277790	Nasal Spray Saline 2 Pack Twin Pack Compare to: Ocean		1.5 OZ	\$5
C37	430367	Mucinex Max Strength DM		14 CT	\$22
C38	855591	Vicks DayQuil LiquiCaps	The second secon	16 CT	\$10
C39	216829	Vicks NyQuil LiquiCaps		16 CT	\$10
C40	477060	Tussin DM Sugar Free Compare to: Robitussin DM		8 OZ	\$ 7
C41	688783	Cold Remedy Sugar Free Compare to: Zicam		25 CT	\$10
C42	853587	Cold Sore Treatment	Coleding Coleding	0.07 OZ	\$18
C52	891465	Saline Nasal Spray Compare to: Ocean		1.5 OZ	\$4

Code	SKU	Product		Amt.	Price
C54	890411	Nighttime Cold/Flu Softgels Compare to: Vicks NyQuil		16 CT	\$6
C56	408566	Sinus Acetaminophen Compare to: Tylenol Sinus Headache (Daytime)	CVSHooth Sinus Pain & Congestion Were the service of the service service of the service of the service service of the service	24 CT	\$6
(C57)	316620	Sore Throat Spray Compare to: Chloraseptic		6 OZ	\$4
C60	244956	Cough & Cold HBP Compare to: Coricidin		16 CT	\$7
C64	320711	AirShield Orange Tablets Compare to: Emergen-C	COSE CONTRACTOR OF CONTRACTOR	10 CT	\$6
C66	858828	Nasal Mist Compare to: Afrin		0.5 OZ	\$7

S D	igestiv	e Health		
Code	SKU	Product	Amt.	Price
D2	310425	Stool Softener Compare to: Colace	100 CT	\$12
D4	206805	Gas Relief E/S Softgels Compare to: Gas-X Extra Strength	30 CT	\$5
D5	878020	Beanaid Capsules Compare to: Beano	30 CT	\$5
D6	108530	Adult Glycerin Suppositories Compare to: Fleet Glycerin	25 CT	\$3
D8	860849	Heartburn Relief Tablets Compare to: Gaviscon	100 CT	\$8

Code	SKU	Product		Amt.	Price
D9	451300	Omeprazole Tabs These acid-reducer pills treat frequent heartburn that occurs 2 or more times a week.		14 CT	\$1 0
D10	958326	Daily Fiber SF Compare to: Metamucil	Daily Fiber 9	10 OZ	\$9
D11	348639	Bisacodyl Laxative Tabs Relieves: constipation, irregularity. Gentle yet effective. Comfort shaped tablets. Compare to: Dulcolax	OVERNIGHT RELIEF CVSHodin Conte Baccory, UHP Str Baccory, UHP	25 CT	\$6
D12	672550	Anti-Diarrheal Tablets Compare to: Imodium A-D		12 CT	\$6
D13	703368	Pink Bismuth Chewable Tabs Soothes & relieves 5 symptoms. Diarrhea. Upset stomach. Nausea. Heartburn. Indigestion. Compare to: Pepto-Bismol		30 CT	\$5
D14	690256	Acid Controller Tablets Compare to: Pepcid AC		30 CT	\$7
D15	139139	Motion Sickness Tablets		12 CT	\$6
D16	690260	Easy Fiber Compare to: Benefiber		8.6 OZ	\$13
D17	252794	Fiber Capsules Compare to: Metamucil	The second secon	160 CT	\$12
D18	272722	Esomeprazole Magnesium Capsules Compare to: Nexium		42 CT	\$24
D19	919055	Probiotic Adult 4 Strains CVS Health Maximum Strength Probiotic is a source of probiotic-friendly bacteria that, when taken daily, will help maintain healthy intestinal flora balance. Compare to: Culturelle		30 CT	\$16
D20	689598	Stomach Relief Caplets Compare to: Pepto Bismol		24 CT	\$3

Code	SKU	Product		Amt.	Price
D21	401472	Medicated Hemorrhoidal Wipes Compare to: Preparation H		48 CT	\$6
D22	961468	Hemorrhoidal Suppositories Compare to: Preparation H Suppositories	Constraints of the second seco	12 CT	\$6
D23	144212	Hemorrhoidal Ointment Compare to: Preparation H Ointment		2 OZ	\$9
D24	494222	Milk of Magnesia Compare to: Phillips'		12 OZ	\$6
D25	480996	Laxative Bisacodyl Suppositories USP 10mg For relief of occasional constipation. Compare to: Dulcolax	IS MINUTES TO 1 HOUR	4 CT	\$6
D26	452277	Hemorrhoidal Cream Compare to: Preparation H		1.8 OZ	\$11
D27	689614	Stool Softener Compare to: Phillips'		30 CT	\$4
D28	250975	Prilosec OTC Acid Reducer 24 Hr Relief 20mg Tablets		42 CT	\$29
D29	109278	Sea-Band Wristbands The Sea-Band Ltd 'Sea Band' is indicated for the relief of nausea. Sea-Band provides effective relief from all forms of travel sickness without causing drowsiness or other side effects.		2 PK	\$10
D30	451305	Omeprazole Tablets Compare to: Prilosec		42 CT	\$20
D31	267635	Dairy Relief Compare to: Lactaid		60 CT	\$13
D33	967601	Nexium 24 Hours		42 CT	\$29
D34	198529	Metamucil Fiber Therapy Capsules		160 CT	\$22
D40	836320	Antacid Calcium ES Chewable Tablets Compare to: TUMS E-X	Antacid Tabels With the second	96 CT	\$5

Code	SKU	Product		Amt.	Price
D45	883948	Probiotic Adult 9 Strains		15 CT	\$14
D46	272739	Esomeprazole Magnesium Tablets An Acid reducer. Relieves symptoms of heartburn. Compare to: Nexium	CALL CONTRACTOR OF CONTRACTOR	14 CT	\$10
D47	883055	Lansoprazole 15mg Capsules Clinically proven to treat frequent heartburn.	CVSHeath	14 CT	\$10
D49	713639	Purelax Powder Compare to: MiraLAX		8.3 OZ	\$11

F i	irst Aid				
Code	SKU	Product		Amt.	Price
F3	875957	Heavy Duty Fabric Anti-Bacterial Bandages		20 CT	\$4
F4	109405	Calamine Lotion Compare to: Caladryl		6 OZ	\$6
F6	322430	Triple Antibiotic & Pain Relief Ointment Compare to: Neosporin	CVH-scatt. Commentation Com	0.5 OZ	\$4
F8	618348	Triple Antibiotic Ointment Pain & Scar Compare to: Neosporin	CVUHCOM	0.5 OZ	\$7
F9	383505	Clear Bandages		45 CT	\$4
(F11)	550749	Anti-itch Cream Compare to: Benadryl Anti-itch Cream	Collection C	1 OZ	\$ 5
(F13)	955322	Calamine Plus Spray Compare to: Caladryl		4.1 OZ	\$8
F14	875952	Flex Fabric AB Fingertip Knuckle Bandages	Encode En	20 CT	\$4

Code	SKU	Product		Amt.	Price
(F15)	241483	Antibacterial Bandages Assortment Compare to: Band-Aid		120 CT	\$12
F16	488598	Bandages Assortment Value Pack		200 CT	\$10
F17	894077	Transparent Dressing Wound Cover		8 CT	\$7
F18	832864	Freeze Wart Remover		Kit	\$15
(F19)	330703	Lidocaine Burn Relief Gel Compare to: Solarcaine	Burn Carl	8 OZ	\$6
F20	717967	Sensitive Skin Adhesive Bandages		20 CT	\$5
F21	602441	Iodine		1 OZ	\$4
(F22)	311533	Merthiolate First-aid antiseptic helps prevent infection in minor cuts, scrapes, insect bites and burns.		2 OZ	\$5
F23	405572	First Aid Kit		Each	\$6
F28	270304	Waterproof Large Transparent Dressing Compare to: Nexcare		4 CT	\$14
F31	864765	Antiseptic Skin Cleanser		8 OZ	\$10
F32	482649	Epsom salt		22 OZ	\$5
F33	351170	Wart Removal Compare to: Compound W	CONTRACTORY CONTR	0.5 OZ	\$8
F38	270351	Waterproof Assorted Transparent Dressing Compare to: Nexcare		10 CT	\$9
F39	998839	Wound Care Kit S/M		30 PC	\$15
\frown					

Code	SKU	Product	Amt.	Price
F41	360094	Small Surgical Face Masks*	20 CT	\$12
F45	219642	Zinc Oxide Ointment	1 OZ	\$4
F47	337274	Finger Injury Kit	Kit	\$7
F48	444797	Rubbing Alcohol Wipes	40 CT	\$6
F49	946095	Witch Hazel Spray Compare to: T.N. Dickson's	6 OZ	\$7
(F50)	935683	Gauze Pad Non-stick 2x3	25 CT	\$6
(F51)	893121	Gauze Pad 4x4	25 CT	\$7
(F52)	893120	Gauze Pad 3x3	25 CT	\$6
(F53)	894104	Gauze Roll 4" 2 Yds	1 CT	\$4
(F57)	991269	Nitrile Disposable Gloves Compare to: Nitrile Exam Gloves	50 CT	\$14
(F62)	964606	First Aid Tape	1 CT	\$2
F68	531343	Petroleum Jelly Compare to: Vaseline	2.5 OZ	\$3
F69	259370	Butterfly Closures	12 CT	\$3
(F72)	882127	Sharps Container*	EACH	\$13
-				

Code	SKU	Product	Amt.	Price
(F73)	373092	Hydrocortisone Ointment Compare to: Cortisone	1 OZ	\$5
(F74)	219634	Bacitracia	1 OZ	\$ 7

Se Fo	oot Car	e			
Code	SKU	Product		Amt.	Price
T2	521682	Tolnaftate Antifungal Cream Compare to: Tinactin Cream	MONINARY Transfer Carles & provents most attletic's foot Secondary is have attended foot Cream attended attended attended attended attended attended attended attended attended attended attended attended attended attended attended attended attended attended attende	1 OZ	\$8
T3	211003	Clotrimazole Cream, USP 1% Compare to: Lotrimin	Contention of address to an address of a state of the sta	0.5 OZ	\$7
T4	334566	Odor Control Spray Powder Compare to: Odor-Eaters		4 OZ	\$6
(T5)	894580	Moleskin Padding Compare to: Dr. Scholl's		2 CT	\$4
(T6)	489144	Unisex Double Thick Foam Insoles One Size Compare to: Dr. Scholl's		1 Pair	\$3
(T9)	314468	Medicated Corn Cushion		9 CT	\$2
(T12)	894776	Plantar Fasciitis Gel Sleeve	VCV Sector VCVISector Color Actor Color A	1 Pair	\$12
(T13)	658784	Light Compression Socks L/XL White*	EXTENSION THE SAME OF THE SAM	1 Pair	\$10
(T14)	658829	Light Compression Socks S/M White*		1 Pair	\$10

Code	SKU	Product	Amt.	Price
(T15)	978348	Light Compression Socks L/XL Black*	1 Pair	\$10
(T16)	978349	Light Compression Socks S/M Black*	1 Pair	\$10
T35	139231	Liquid Corn & Callous Remover Compare to: Dr. Scholl's	0.5 OZ	\$6
(T36)	893272	Diabetic Socks S/M*	2 Pair	\$9
(T37)	893270	Diabetic Socks L/XL*	2 Pair	\$9
T38	658593	Firm Compression Socks S/M Black*	1 Pair	\$12
T39	658582	Firm Compression Socks L/XL Black*	1 Pair	\$12
T40	229790	Foot Powder Compare to: Gold Bond	10 OZ	\$9

S H	ome Di	agnostics		
Code	SKU	Product	Amt.	Price
(H19)	130344	Alcohol Prep Swabs	100 CT	\$3
(H20)	149650	Glucose Chewable Tablets	10 CT	\$2
(H21)	149647	Glucose Tablets Orange	50 CT	\$6

Code	SKU	Product	Amt.	Price
(H22)	149616	Glucose Tablets Raspberry	50 CT	\$6
(H71)	708884	BP Monitor Upper Arm Semi Auto 8.7" X 16.5"**	Each	\$40
(H72)	800232	BP Monitor Upper Arm Manual 8.7" X 12.6**	Each	\$18
(H73)	800824	Auto Wrist Blood Pressure Monitor**	Each	\$52
(H74)	800231	Advanced Auto Blood Pressure Monitor**	Each	\$ 5 2
(H75)	800230	Premium Blood Pressure Monitor Upper Arm**	Each	\$70
(H76)	800229	Touchpad Blood Pressure Monitor Upper Arm**	Each	\$90

🗞 A	😤 Adult Care						
Code	SKU	Product	Amt.	Price			
(170)	830476	Women's Small/Medium Underwear Max Compare to: Depend	36 CT	\$19			
(171)	830475	Women's Large Underwear Max Compare to: Depend	32 CT	\$19			
(172)	830474	Women's XL Underwear Max Compare to: Depend	28 CT	\$19			
(173)	830473	Men's Small/Medium Underwear Max Compare to: Depend	36 CT	\$19			
(175)	842939	Men's LG/XL Underwear Max Compare to: Depend	32 CT	\$19			

Code	SKU	Product	Amt.	Price
(176)	163094	Unisex Extra Large Brief Max Compare to: Depend	14 CT	\$12
(177)	641431	Unisex Large Brief Max Compare to: Depend	16 CT	\$12
(178)	240487	Women's Protective Pads Moderate Compare to: Poise	20 CT	\$5
(179)	964701	Overnight Women's Bladder Control Pads Compare to: TENA Serenity	30 CT	\$12
(180)	520577	Adult Care Wipes	48 CT	\$8
(183)	383703	Unisex Overnight Underwear XL Compare to: Depend	12 CT	\$13
(184)	383182	Unisex Overnight Underwear L Compare to: Depend	14 CT	\$13
(186)	512509	Underpads XL 23" X 36"	18 CT	\$9
(187)	795728	Women's Bladder Control Pads, Long Compare to: Poise	27 CT	\$12
(188)	163093	Men's Bladder Control Pads Compare to: Poise	52 CT	\$12

😤 N	liscella	neous		
Code	SKU	Product	Amt.	Price
M10	186739	Hearing Aid Batteries 312	8 PK	\$8

Code	SKU	Product	Amt.	Price
(M13)	186733	Hearing Aid Batteries 13	8 PK	\$8
(M49)	460696	Tablet Cutter	Each	\$7
(M51)	715123	7 Day Pill Box	Each	\$2
(M75)	135615	Mosquito Repellent with 30% DEET Compare to: OFF!	6 OZ	\$7
(M78)	599567	31 Day Pill Box With Alert Reminder	EACH	\$89

N	icotine	Replacement			
Code	SKU	Product		Amt.	Price
K1	133190	Nicotine Transdermal 21mg Patch Step 1*	CONTROL	7 CT	\$24
K2	173013	Nicotine Transdermal 14mg Patch Step 2*	Vorsitedth Nicotine System Patch Wester Warmer Warmer Warmer Minner	14 CT	\$40
(K3)	338618	Nicotine Transdermal 7mg Patch Step 3*	VOUSHooth The State Stat	14 CT	\$40
K4	971444	Mini Mint Lozenge 4mg* Compare to: Nicorette		20 CT	\$12
(K6)	720035	Uncoated Gum 4mg* Compare to: Nicorette		20 CT	\$12

0	ral Car	e			
Code	SKU	Product		Amt.	Price
06	307117	Sensitive Toothpaste Extra Whitening Compare to: Sensodyne	Sensitive	4 OZ	\$4
07	808698	Pro Clean Power Toothbrush w/ Replacement Heads		Each	\$9
08	978931	Sensitive Flosspicks		90 CT	\$3
09	469085	Extra Comfort Floss Mint 43.7 Yds Compare to: Oral-B Glide		Each	\$3
010	230196	Denture Adhesive Regular Compare to: Fixodent	enture Adhesive Cream	2.4 OZ	\$4
012	910693	Toothbrush (Soft) Compare to: Colgate		Each	\$1
013	933844	Extra Comfort Floss Mint 43.7 Yds Compare to: Oral-B Glide		2 PK	\$6
014	122340	Effervescent Denture Cleanser Tablets Compare to: Polident	ACCENTRATE OF	84 CT	\$5
015	933823	Interdental Brushes Tight Spaces Compare to: GUM		16 CT	\$5
016	572131	Tongue Brush		2 CT	\$6
017	902457	Comfort Dental Night Guard		2 CT	\$20
018	809800	Lower Dental Guard		2 CT	\$30
019	956360	Clear-Pro Toothbrush - Medium		3 CT	\$3
020	897755	Toothbrush Medium		2 CT	\$5
021	377971	Tri Clean Soft Picks Compare to: GUM		60 CT	\$6

Code	SKU	Product		Amt.	Price
023	378381	Smilesonic Replacement Heads*	The second secon	2 CT	\$32
024	454376	Flosser Picks Mint		90 CT	\$3
025	695108	Temporary Lost Filling and Crown Repair	Floath.	Each	\$4
026	341166	Easy Flex Replacement Brushheads	Enderson End	3 PK	\$ 1 9
029	378314	Cordless Water Flossing System	Tarana and tar	Each	\$55
031	227508	Ultra Tight Interdental Brush		32 CT	\$6
036	485907	Sensodyne Pronamel Whitening Toothpaste		4 OZ	\$8
037	705527	Crest Whitening Toothpaste	Care Same	5.8 OZ	\$4
039	357891	Toothbrush Protector		2 CT	\$7
040	725922	Oral-B Pro-Health Dual Clean Power Toothbrush		EACH	\$19
042	234697	Crest Sensitive & Enamel Shield Toothpaste		4.6 OZ	\$ 5
044	920657	Oral-B Pro 1000 Rechargeable Toothbrush		EACH	\$70
046	873493	Dry Mouth Spray Compare to: Biotene		1.5 OZ	\$ 7
047	813436	Oral-B Replacement Brush Heads		3 CT	\$34
048	798709	Sensodyne Extra Whitening Toothpaste 2-Pack		4 OZ	\$12
052	933834	Oral Pain Relief Compare to: Anbesol Gel		0.33 OZ	\$6
071	454381	Flosser Picks		90 CT	\$3

Code	SKU	Product	Amt.	Price
072	368775	Sensitive Toothpaste Compare to: Sensodyne	3.4 OZ	\$4
073	213330	Denture Cleanser Tablets Compare to: Efferdent	40 CT	\$3
074	422345	EasyFlex Pro Premium Rechargeable Toothbrush*	Each	\$45
075	415475	Replacement Brushheads*	5 CT	\$25

	ain Rel	ievers			
Code	SKU	Product		Amt.	Price
P1	371948	Ibuprofen 200mg Compare to: Advil	CONTRACTOR	50 CT	\$4
P2	200964	Muscle Rub Compare: Bengay	Vore and The production provides the set of the set o	3 OZ	\$ 7
P4	230268	Enteric Aspirin 81mg Compare to: Bayer Low Dose	Construction of the constr	120 CT	\$ 5
P5	215314	Heating Pad Extra Long		Each	\$33
P6	371914	Acetaminophen 500mg Compare to: Tylenol E/S	CONSTRUCTOR CONST	100 CT	\$ 7
P7	844209	Ice Bag Large		Each	\$13
P8	547802	Chewable Aspirin 81mg Compare to: Bayer Low Dose Chewable	CVCSHealth: Constant of the second se	36 CT	\$ 2
P14	957604	Hot/Cold Patches Compare to: Icy Hot Medicated Patch		5 CT	\$6

Code	SKU	Product	Amt.	Price
(P15)	215313	Heating Pad Standard	Each	\$22
(P16)	371271	Lidocaine Patch Compare to: Salonpas	And CT	\$11
(P17)	109017	Headache Relief CapletsCompare to: Excedrin E/S	Relative	\$ 9
P18	695905	Cold & Hot Pain Relieving Cream	3 OZ	\$6
P19	299470	Naproxen 220 mg Compare to: Aleve	Tableta	\$4
(P21)	444770	Medicated Heat Patch Compare to: Salonpas	Each	\$2
(P22)	152116	Knee Support Sleeve L	n CT	\$12
P23	902106	Wrist Support Strap	A CT	\$9
(P24)	151571	Ankle Support Sleeve L	1 CT	\$11
(P25)	453866	Compression Sleeve Elbow L	The card of the ca	\$15
P26	977934	Lidocaine Cream Compare to: Aspercreme	2.7 OZ	\$7

Code	SKU	Product		Amt.	Price
P28	459974	 TENS Targeted Muscle Therapy* This TENS unit is designed to give you customized relief and showcases a digital display panel that shows electrode placement. Select from 15 different available programs to give you the targeted muscle-pain therapy you need. Warnings. Do not use if you: Have an implanted metal device such as a pacemaker or internal defibrillator Are pregnant or suffer heart problems or epilepsy, either diagnosed or suspected. Have undiagnosed chronic pain. 	VCVSII-louth Hormood TRNS Income Trns Inc	Each	\$58
(P29)	459917	TENS Replacement Pads*	COLORING	4 CT	\$15
P30	942453	Knee High Hosiery Moderate Compress L		1 Pair	\$20
P31	342829	Knee High Hosiery Moderate Compress M		1 Pair	\$20
P32	524660	Anti-Embolism Stocking Knee Length L		1 Pair	\$35
P33	524694	Anti-Embolism Stocking Knee Length M		1 Pair	\$35
P34)	318180	Hot/Cold Multi Compress		1 CT	\$11
P35	340744	Naproxen Muscle & Back Tablets	Vorterer from a state of a state of the stat	24 CT	\$4
P36	324111	Reusable Ice Pack		1 CT	\$6
P37	185226	Migraine Relief Caplets Compare to: Excedrin		24 CT	\$4
P38	864199	Sleep Aid 50mg Softgels Compare to: Unisom	Constraints and a second secon	32 CT	\$6

Code	SKU	Product		Amt.	Price
P39	933380	Sleep-Aid Liquid Compare to: ZzzQuil	Steep Ald and an arrival	6 OZ	\$5
P40	866534	Melatonin 5mg Tablets		90 CT	\$9
P41	475817	Ibuprofen PM Caplets Compare to: Advil PM	CONTRACTOR OF CO	20 CT	\$5
P42	317581	Acetaminophen 500mg Rapid Release Gels Compare to: Tylenol		100 CT	\$9
P43	879536	Acetaminophen 500mg Caplets Compare to: Tylenol		225 CT	\$13
P46	738694	Urinary Relief Max Strength Compare to: AZO		12 CT	\$6
(P47)	923748	Ibuprofen 200mg Tablets Compare to: Advil		500 CT	\$18
P48	306397	Ibuprofen 200mg Softgels Compare to: Advil Liqui-Gels		80 CT	\$8
(P49)	263652	Naproxen 220mg Caplets Compare to: Aleve		100 CT	\$8
(P50)	456231	Menstrual Pain Relief Max Compare to: Midol Complete		24 CT	\$6
(P51)	140897	Aspirin Enteric Coated 325mg Compare to: Ecotrin	CVS Hoch.	125 CT	\$8
P52	729759	Elastic Bandage 6"		Each	\$8
(P53)	124886	Acetaminophen PM 500mg Caplets Compare to: Tylenol PM		100 CT	\$9
(P54)	193588	Arthritis Pain Relief 650mg Compare to: Tylenol Arthritis		100 CT	\$10
(P55)	472994	Knee Support S	Concession of the second secon	1 CT	\$12

(P56) (P57)	151894	Knop Support M		
(P57)		Knee Support M	1 CT	\$12
\smile	482556	Knee Support XL	1 CT	\$12
P58	245414	Acetaminophen PM 500mg Caplets Compare to: Tylenol PM	24 CT	\$5
(P59)	343538	Melatonin Gummy 5mg Strawberry	60 CT	\$11
P66	155756	Sleep Aid Compare to: Simply Sleep	24 CT	\$4
P68	126623	Low Dose Aspirin 81mg, Coated Tablets Compare to: Bayer Low Dose Aspirin	300 CT	\$11
P69	441099	Pain Reliever Gel Compare to: Voltaren	3.5 OZ	\$17
(P70)	256563	Lidocaine Roll-On Pain Relief Compare to: Aspercreme	2.5 OZ	\$8
(P71)	994231	Aspercreme with Lidocaine	2.7 OZ	\$9
(P72)	951775	Motrin IB 200mg Coated Caplets	225 CT	\$18
(P73)	164020	Advil 200mg Tablets	50 CT	\$7
(P74)	687340	Aleve Pain Reliever/Fever Reducer	24 CT	\$6

	ersona	l Care		
Code	SKU	Product	Amt.	Price
S2	985326	Aftersun Aloe Vera, Green Gel	20 OZ	\$6
S3	447703	Skin Therapy Lotion Compare to: Gold Bond	5.5 OZ	\$6
S4	428504	Acne Treatment 10% Compare to: Clearasil - Daily Clear	1 OZ	\$5
(S6)	478041	Sheer Dry Sunblock Lotion SPF 55	3 OZ	\$8
S7	992500	Eczema Relief Compare to: Eucerin Eczema	8 OZ	\$9
S8	246784	Scar Gel	1.76 OZ	\$20
(S9)	669862	Purell Flip Cap Hand Sanitizer*	4 OZ	\$4
(\$10)	193503	Gold Bond Diabetic Dry Skin Lotion	4.5 OZ	\$9
(S11)	905646	Advanced Antibacterial Hand Wash*	8.5 OZ	\$4
S12	478059	Sport Continuous Spray SPF 50 Sunscreen Compare to: Coppertone Sport Continuous Spray	5.5 OZ	\$ 9
S13	822572	Sport Continuous Spray SPF 100 Sunscreen Compare to: Coppertone Sport Continuous Spray	5.5 OZ	\$ 9
S23	799023	Hand Sanitizer	2 OZ	\$2
S34	227230	Medicated Body Powder* Compare to: Gold Bond	10 OZ	\$7
S36	843837	Flushable Wipes	42 CT	\$4
S39	339520	Disposable Razor	3 CT	\$2
S43	265212	Facial Tissues	8 PK	\$3
S45	697545	Acne Wash Compare to: Clean & Clear	S OZ	\$6

🗞 V	itamins	s and Minerals			
Code	SKU	Product		Amt.	Price
V5	122869	Coenzyme Q-10 50mg**		45 CT	\$12
V13	247303	Glucosamine Chondroitin Triple Strength**	STREET: Street: Str	120 CT	\$32
V16	240515	Vitamin E 400 IU Softgels** Compare to: Nature Made	VORHCH. E Ware Ware Ware Ware Ware	100 CT	\$13
(V17)	300258	Folic Acid 800mcg Tablets**	Construction Folic Acid With States The States The States	100 CT	\$4
V18	350480	Iron Supplement 65mg**	CONFIGURATION FOR THE STATE OF	90 CT	\$6
V25	252577	Prenatal Vitamin Tablets**		100 CT	\$10
V27	232025	Vitamin C 1,000mg**		200 CT	\$14
V28	166595	Chewable C 500mg, Orange Flavor**		100 CT	\$9
V29	378592	Men's Multivitamin** Supports strong bones and teeth	Versilent Methodamin Versilent	120 CT	\$9
V30	378615	Women's Multivitamin** Supports strong bones and teeth. Contains a variety of essential vitamins and minerals.	POTRACIA Herenard Dary Handrachard	120 CT	\$9
V31	711999	B12 Vitamin 1,000mcg**		200 CT	\$10

Code	SKU	Product		Amt.	Price
V32	346754	Vitamin D3 1,000 IU** Compare to: Natures Bounty	CONTRACT CON	120 CT	\$7
V35	850942	Magnesium 500mg**	Magnetic Market	100 CT	\$5
V36	247239	Zinc Gluconate 50mg**	CONTRACT TOTAL TOTAL TOTAL TOTAL	100 CT	\$5
V37	717911	Vitamin D3 5,000 IU**		100 CT	\$14
V42	710787	Vitamin D3 2,000 IU**		100 CT	\$8
V43	308785	CoQ10 100mg** Compare to: Qunol Ultra CoQ10		60 CT	\$32
V48	965747	Biotin 10,000mcg Softgels** Compare to: Natures Bounty	COS Hoots Biotin With You was and Biotin With You was and Biotin	60 CT	\$12
V53	870668	Omega-3 Krill Oil 500mg** Krill oil contains omega-3 fatty acids, antioxidants, and a phospholipid complex.		45 CT	\$26
V54	889908	Calcium Gummy 500mg + 800 IU D-3** Dietary supplement. Helps maintain strong bones. 800 IU vitamin D-3. Great tasting, all-natural flavors.		50 CT	\$10
V55	969314	Vitamin C 1000mg Packets, Orange** Compare to: Emergen-C	And the second s	30 CT	\$11
V56	199216	Vitamin A 8,000 IU NAT/ 2,400mcg**		100 CT	\$5

Code	SKU	Product		Amt.	Price
V59	250191	Potassium Gluconate 595mg** Compare to: Natures Bounty		100 CT	\$5
V62	448393	Adult Daily Women's 50+ ADV** Daily multivitamin for women 50+ is specifically designed to address the changes mature women experience by providing key nutrients that help keep the body performing at its best. Compare to: One A Day	Cost Sector. Cost Se	65 CT	\$8
V63	448404	Adult Daily Men's 50+ ADV** Daily multivitamin for men 50+ contains important B-Vitamins for nutrient and energy metabolism, Vitamin A to maintain eye health, and Vitamin C for healthy joints. Compare to: One A Day		65 CT	\$8
V64	797751	Lutein 40mg**	CVCH-Houth Lucian Martin Annual	30 CT	\$19
V65	710800	5-HTP 100mg Capsules**	COST Hereits COST HEREITS CO	30 CT	\$12
V66	446547	AirShield Immunity Gummies** Compare to: Airborne Gummies		63 CT	\$20
V67	714451	Cognitive Health Extra Strength Supplement	CONTRACTOR OF CO	30 CT	\$36
V68	341637	Inner Ear Plus Supplement Compare to: Lip-Flavonoid Plus		100 CT	\$30

Code	SKU	Product		Amt.	Price
V69	432062	Black Elderberry Gummies	References Benderson Bende	60 CT	\$19
V70	184707	Flaxseed 1,000mg	Fased Ol DO 90 Harsed All	100 CT	\$14
V71	901330	Calcium 600mg + Vitamin D3** Compare to: Caltrate		120 CT	\$10
V72	145626	Super B Complex with Vitamin C** The Vitamin-B Complex supports energy, metabolism and nervous system health, while Vitamin C supports immune system health. These nutrients also support heart health. Compare to: Nature's Bounty	Contraction Contr	100 CT	\$10
V73	965746	Melatonin 10mg**	Contraction Metaconin 10 may 10 may 1	60 CT	\$13
V74	452271	Menopause Support Caplets** Compare to: Estroven		28 CT	\$18
V76	247321	B12 1,000mcg **		60 CT	\$7
V77	222901	Vitamin C with Rose Hips**		100 CT	\$8
V78	325394	Cranberry 450mg		100 CT	\$14
V80	451093	Glucosamine Chondroitin Triple Strength Caplets** Glucosamine and chondroitin help support and maintain the structure of joints. This triple-strength product gives you more value-added supplementation for supporting joint health.		240 CT	\$6 6
V81	357343	Fish Oil 1,000mg*		120 CT	\$11

\sim					
		Ear Care			
(Code)	SKU	Product		Amt.	Price
E7	110973	Earwax Removal Drops Compare to: Debrox	Control C	0 .5 OZ	\$4
E8)	941579	Earwax Care Kit	TO A CONTRACT OF	Each	\$10
E11	694941	Flexible Plastic Ear Cleaners		10 CT	\$6
E12	694692	Lens Wipes		80 CT	\$10
E13	857281	Contact Lens Cases		2 CT	\$4
E14	171322	Artificial Tears	Artificial Cars Team Team Team Team Team Team Team Team	1 OZ	\$9
(E17)	337097	Eye Wash	Yog Booting History History History History History History	4 OZ	\$6
E18	695753	Contact Solution	Autor Purpose Solution The second second Sec	4 OZ	\$5
E19	976354	Eye Health 50+ Vitamins Contains the powerful carotenoids lutein and zeaxanthin, which have been shown to protect cells against the damaging effects of free radicals and help support healthy eyes and vision. Compare to: Ocuvite		90 CT	\$20
(E20)	457496	Swimmers Ear Solution Compare to: Swim-EAR	A COMPANY OF COMPANY O	1 OZ	\$4
E21	973866	Ear Wax Removal Kit Safe, gentle and non-irritating. Easily cleanses ear with foaming action kit. Includes soft rubber bulb ear syringe and drops. Compare to: Debrox	COnstruction. Marketing Construction Const	1 Kit	\$8

Se Fo	eminin	e Care			
Code	SKU	Product		Amt.	Price
G1	927025	Maxi Super Long Pads Compare to: Always Maxi	TOTS loads. Transit pads transit pads tra	42 CT	\$5
G2	692443	Maxi Regular Pads Compare to: Always Maxi		48 CT	\$5
G3	872912	Ultra Thin Long Pads Compare to: Always Ultra Thin	Uttra thin pads	40 CT	\$5
G4	836891	Ultra Thin Pads Regular with Wings Compare to: Always Ultra Thin		36 CT	\$5
G5	167765	Feminine Cleansing Wash		12 OZ	\$7
G6	234554	Urinary Pain Relief Tablets Compare to: AZO	CUSHeath Contraction	30 CT	\$6
G8	416639	Tampon Unscented Multipack Compare to: Tampax Pearl		36 CT	\$7
G9	721062	Miconazole Vaginal Insert and Cream Compare to: Monistat		Each	\$13
G30	333336	Miconazole 7 Day Vaginal Cream Compare to: Monistat		7 CT	\$10
G38	326808	Pregnancy Test Compare to: First Response		1 CT	\$10
G40	842800	Overnight Maxi Pads Compare to: Maxi	maxi pads	36 CT	\$8
G41	289061	Feminine Wipes Fragrance Free		32 CT	\$5

😤 Home Health									
Code	SKU	Product		Amt.	Price				
J6	741727	Quad Cane Black*		Each	\$26				
J8	980705	Black Cane Tip ¾*		Each	\$4				

Frequently Asked Questions (FAQs)

Where can I find my member ID number?

You can find it on the front of your health plan ID card.

What is the Over-the-Counter (OTC) benefit?

The OTC benefit offers you an easy way to get generic over-the-counter health and wellness products. You can order them by phone at **1-833-331-1573 (TTY: 711)** or online at **cvs.com/otchs/myorder**. You order from a list of approved OTC items in the catalog. Then OTCHS will mail them directly to your home address. You can also go to any OTCHS-enabled participating CVS Pharmacy[®] store to use your benefit, where available.

Will my benefit change in 2022?

Your benefit amount may change. If you had a monthly benefit in 2021, you should now have a quarterly benefit in 2022.

How much is my OTC benefit?

The amount depends on your benefit plan. Check your plan documents or call OTCHS at **1-833-331-1573 (TTY: 711).**

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

Unused benefit amounts do not roll over to the next quarter. The quarterly benefit is based on a calendar year quarter: January – March, April – June, July – September, and October – December.

How long will it take to receive my order?

You will receive your order within 14 days.

Is there a return policy?

If you receive a damaged item, please call OTCHS at **1-833-331-1573 (TTY: 711)** within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

Can I cancel my order once it has been placed?

You can only cancel orders within ONE HOUR after being processed.

How do I confirm my order was placed?

Once the order has been completed, you'll 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. If you order online, you will automatically be set up to receive tracking information.

How can I receive another copy of this catalog?

You'll receive a digital version of the catalog with every tracking email/text. You can also contact Member Services with the number on your ID card to request one.

Where can I get additional information about the products?

This catalog includes SKU numbers. You can use them at <u>www.cvs.com</u> to search for product images and obtain additional product information such as ingredients.

How will the items be shipped?

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

Who can I call if I have questions?

You may call us at **1-833-331-1573 (TTY: 711)** from 9 AM – 8 PM, local time (except Hawaii) Monday – Friday. Or visit **www.cvs.com/otchs/ myorderyorder** for more FAQs.



AetnaMedicare.com

Aetna and CVS Pharmacy[®] are part of the CVS Health[®] family of companies.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Images are only for illustration and may differ from items received.

FOR CALIFORNIA MEMBERS ONLY

Discrimination is against the law. *Aetna Medicare Preferred Plan (HMO D-SNP)* follows State and Federal civil rights laws. *Aetna Medicare Preferred Plan (HMO D-SNP)* does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Aetna Medicare Preferred Plan (HMO D-SNP) provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact *Aetna Medicare Preferred Plan (HMO D-SNP)* between 8am-8pm 7 days a week by calling 1-866-409-1221. If you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Aetna Medicare Preferred Plan (HMO D-SNP) Aetna Medicare PO Box 7405 London, KY 40742 1-866-409-1221 (TTY/TDD 711)

[California Relay 711]

HOW TO FILE A GRIEVANCE

If you believe that *Aetna Medicare Preferred Plan (HMO D-SNP)* has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Aetna Medicare Grievances. You can file a grievance by phone, in writing, in person, or electronically:

By phone: Contact *Aetna Medicare Grievances* between 8 AM to 8 PM, 7 days a week.] by calling 1-866-409-1221. Or, if you cannot hear or speak well, please call [TTY/TDD 711].

In writing: Fill out a complaint form or write a letter and send it to:

Aetna Medicare Grievances PO Box 14834 Lexington, KY 40512

In person: Visit your doctor's office or *Aetna Medicare Preferred Plan (HMO D-SNP)* and say you want to file a grievance.

Electronically: Visit Aetna Medicare Preferred Plan (HMO D-SNP) website at AetnaMedicare.com

OFFICE OF CIVIL RIGHTS - CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

By phone: Call 916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).

In writing: Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights Department of Health Care Services Office of Civil Rights P.O. Box 997413, MS 0009 Sacramento, CA 95899-7413

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.

In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html .

Electronically: Visit the Office for Civil Rights Complaint Portal at <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>.

TTY: 711

If you speak a language other than English, free language assistance services are available. Visit our website or call the phone number listed in this document. (English)

Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento. (Spanish)

如果您使用英文以外的語言[,]我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。(Traditional Chinese)

Nếu quý vị nói một ngôn ngữ khác với Tiếng Anh, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin vào trang mạng của chúng tôi hoặc gọi số điện thoại ghi trong tài liệu này. (Vietnamese) Kung hindi l



AetnaMedicare.com

©2021 Aetna Inc. Y0001_NR_27721_2021_C

72.14.303.1