



MyTru Advantage

2027

Over-the-Counter (OTC) Benefits



Get OTC products at no additional cost to you.

As part of your MyTruAdvantage plan, you receive an allowance for over-the-counter (OTC) health care products that do not require a prescription.*

In-Network: Choose the option that works best for you: pick up items at your local CVS Pharmacy®, order online, or place your order by phone.**



Three ways to order:

Pick up at any CVS Pharmacy®

Use your CVS Benefit Card to purchase OTC health care products.

Order online

Visit cvs.com/benefits and create or sign in to your account.

Order by phone

Please call OTCHS:
1-855-577-5196 (TTY: 711)
Monday–Friday, 9AM–11PM (local time)

What to know about your OTC benefit:

- Quarterly OTC allowance varies by plan (\$50–\$100). Use it within the 3-month period; unused funds do not roll over to the next quarter.
- Items are delivered at no cost directly to your home. Please allow 5 days for delivery.
- You may use your OTC benefit multiple times throughout the month.
- If you do not receive your order, or if it arrives damaged or defective, call 1-855-577-5196 (TTY: 711) within 30 days of placing your order.
- If an item is unavailable, it may be replaced with an item of similar or greater value.



Download the OTC Health Solutions mobile app on the App Store (iOS) or Google Play (Android). With the app, you can:

- View your current balance.
- Scan items to confirm eligibility.
- Check out with the digital barcode.



*Please refer to your plan documents for OTC allowance information.

**You must be an active plan member at the time you place your OTC order.

CVS Pharmacy is in-network for eligible purchases. HMO members may not use an out-of-network retailer. PPO members who use an out-of-network retailer may submit a reimbursement request through CVS Health (OTCHS) with proof of purchase (receipt) digitally or by phone. Exclusions and limitations for in-network purchases are the same for out-of-network purchases. Refer to your Evidence of Coverage for more information.

MyTruAdvantage has HMO and PPO plans with a Medicare contract. Enrollment in MyTruAdvantage depends on contract renewal. MyTruAdvantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: if you speak another language, free language assistance services are available to you. Call 1.844.425.4280 (TTY: 711).

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