



VIVA MEDICARE Member,

As a member of VIVA MEDICARE, you have a quarterly allowance to order Over-the-Counter (OTC) products from the enclosed catalog.

OTC medications are trusted as a first line of defense in treating minor ailments, helping reduce doctor visits, and saving you money. VIVA MEDICARE is committed to providing this to you as a benefit to help you live a healthy lifestyle and improve the quality of your life.

Listed below are some of the categories available with your benefit (please review your OTC catalog for details):

- Pain Relievers
- Digestion/Laxatives/Antacids
- Cough/Cold/Allergy
- First Aid
- Dental
- Eye Care
- Vitamins
- Foot Care

To use this benefit, you may conveniently order online or by phone and have your OTC items delivered to your door.

To order:

- Online: [cvs.com/otchs/viva](https://www.cvs.com/otchs/viva)
- By Phone: 1-888-628-2770 (TTY: 711)
8 a.m. to 7 p.m., CST, Monday through Friday

Please see the Frequently Asked Questions on the next page for additional information.

Sincerely,

Your friends at VIVA MEDICARE and OTC Health Solutions

Frequently Asked Questions (FAQ)

Where can I find my member ID number?

It can be found 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 by phone or online at [cvs.com/otchs/viva](https://www.cvs.com/otchs/viva). You order from a list of approved OTC items, and OTC Health Solutions will mail them directly to your home address.

How much is my OTC benefit?

The amount depends on your benefit plan. Check your plan documents or call OTC Health Solutions at 1-888-628-2770 (TTY: 711).

How often can I use my OTC benefit?

Your benefit can be used only once per quarter. Therefore, you must submit the full order for the quarter at one time or lose the remaining balance.

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

Unused OTC balances will not roll forward to the next quarter or the next year.

Can I order more than my benefit amount?

Your order total cannot exceed your benefit amount, and we cannot accept payment to purchase items over your benefit. Please note, if you exceed the allowable benefit, your order cannot be processed.

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

There is no limit on the number of items you may order. There is a quantity limit of fifteen (15) per any single item, per quarter, with the exception of the Blood Pressure Monitors, which are limited to one (1) per year.

How long will it take to receive my order?

You will receive your order within 7-10 business days.

Is there a return policy?

If you receive a damaged item, please call OTC Health Solutions at 1-888-628-2770 within 30 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

Who can I call if I have questions?

You may call OTC Solutions at 1-888-628-2770 (TTY: 711) Monday to Friday 8:00 a.m. to 7:00 p.m. C.S.T.