

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. You may also go to any OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store.

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 VIVA MEDICARE ID card.

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

The OTC benefit offers you an easy way to get mostly generic over-the-counter health and wellness products by going to any OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store. To find your nearest store location, go to [cvs.com/otchs/viva/storelocator](https://www.cvs.com/otchs/viva/storelocator). You can also order by phone at 1-888-628-2770 (TTY: 711) 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 or lose the remaining balance. Quarterly benefit periods are distributed as follows:

Quarter 1 (January, February and March)

Quarter 2 (April, May and June)

Quarter 3 (July, August and September)

Quarter 4 (October, November and December)

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

Unused benefit amounts do not roll over to the next quarter.

Can I order more than my benefit amount?

You cannot exceed your benefit amount online or by phone. However, you may exceed your benefit amount at an OTC Health Solutions-enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® store and pay the difference out of pocket.

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

There is no limit on the number of items you may order unless you use the automated telephone IVR ordering system which has a 15 item limit. There is, however, a quantity limit of 9 per any single item, per quarter. There are some select products that have special limits and these are marked with a “★” or “■” in the catalog.

How long will it take to receive my order?

You will generally receive your order within 14 days after it was placed.

Is there a return policy?

Due to the personal nature of the products, no returns or exchanges are allowed. If you haven't received your order or if you received a defective or damaged item, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711) within 30 days of placing your order to receive a replacement item.

Who can I call if I have questions?

You may call us at 1-888-628-2770 (TTY: 711) from 9 AM to 8 PM CST Monday through Friday.