

Member Instruction Guide

Over-The-Counter Health Solutions®

Access your Over-the-Counter allowance online by creating an account in four simple steps:

1

Step 1:

Go to the OTCHS website (www.CVS.com/benefits) and click on the Create an Account button

2

Step 2:

Enter your email address

3

Step 3:

Enter your information

- Full name as it appears on your Aetna ID.
- Member ID
- Date of Birth
- Zip Code
- Cell phone number

Example:

Member ID

Jennifer Q:
W123456789



4

Step 4:

Create a password for your new account.

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3085351-01-01 (6/25)



Using your allowance



Here's how to use your Over-The-Counter allowance to purchase catalog items

In-Store, without the app

1. Visit a CVS Pharmacy® store (excluding locations within Target and Schnucks)
2. Use the “[OTCHS Aetna Medical Value Catalog](#)” to find eligible items and look for the blue “OTCH Eligible” label on the product shelf to verify eligibility.
3. Go to a register with a cashier to check out and tell the cashier you have the Aetna OTCHS benefit. Give them your first name, last name, and month/date of birth. They will locate your allowance in the system.



In-store, with the app

1. Download the app and create an account using the process above. If you've already created an account, you can log in.
2. Use the catalog in the app to find eligible products. You can scan the item's label to confirm if it is included in your catalog and to add it to your cart.
 - This creates a bar code of your purchases
3. Go to a register to check out and present your bar code in the app to the cashier to scan.

Scan or click to download the App



Download on
[Google Play Store](#)



Download on
[Apple App Store](#)



Present this barcode to the cashier before they scan products. Inform them that you are using the OTCHS benefit.

Using your allowance



Using your Over-the-Counter allowance online

1. Go to www.CVS.com/benefits
2. Once you create an account using the process above, you can see your allowance balance
3. Search through the available items and add to your basket. Your total and balance will be shown. It must be equal to or less than the allowance remaining for the quarter. Once you are ready to place your order, select “Checkout”.
4. Confirm the shipping information and then select “Place Order”.
5. You will be directed to the Order Summary. This page will show you the order number, shipping address, the date the order was processed, and the delivery timeframe.
6. You will receive emails with the latest status updates as your order is processing.



Using your Over-the-Counter allowance over the phone

1. Call 1-888-628-2770 (TTY:711)
2. Follow the phone prompts to place an order.

For Assistance

If you need help with any of these processes, including creating an account, call OTC Health Solutions customer service Monday – Friday from 8 AM to 10 PM Eastern time.

1-888-628-2770 (TTY: 711)

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