



Smile — here's \$50 for everyday dental care products



Aetna Dental® plan subscribers: Get \$50 per year.*

Enjoy your OTC Health Solutions® (OTCHS) allowance. It's good toward hundreds of eligible over-the-counter oral care items.

Pick your products

Choose from everyday oral care items, including:

- Rechargeable toothbrushes
- Water flossing systems
- Toothpastes and toothbrushes
- Mouthwashes
- And many other oral care products





Employee Instruction Guide

OTC Health Solutions®

Here's how to access your Over-the-Counter Dental allowance online by creating an account

Create your OTCHS account in four simple steps.

1

Step 1

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

2

Step 2

Enter your email address

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Aetna® and CVS Pharmacy® are part of the CVS Health® family of companies.

Creating an account – continued

Step 3: Enter member info

Enter your member info

- Full name as it appears on your Aetna® ID.
- Member ID
 - Include the two-digit identifier at the end of your ID. Be sure to omit all spaces when entering ID.

Example:

Member ID +

Member Identifier

Jennifer Q:

W12345678901



PLAN SPONSOR NAME LINE ONE
PLAN SPONSOR NAME LINE TWO
GRP: 111111-011-00101
ISSUER (80840) 9140860054
ID W1234 56789
01 JENNIFER Q SAMPLE-TESTCARD
02 JONATHAN Q SAMPLE-TESTCARD
03 CAITLIN Q SAMPLE-TESTCARD
04 EMILY Q SAMPLE-TESTCARD
05 KARA Q SAMPLE-TESTCARD

Please enter ID # and the
specific family
member suffix number.
Omit any dashes
hyphens, or spaces
Example:
W12345678901 for
(Jennifer Q Sample)

- Date of Birth
- ZIP Code
- Cell phone number

4

Step 4

Create a password for your new account.

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 Dental and Vision 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'll 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's 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.

App Store is a service mark of Apple, Inc. Google Play and the Google Play logo are trademarks of Google LLC.



Using your allowance



Using your over-the-counter allowance online

1. Go to [CVS.com/benefits](https://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. The page will show your total and balance. It must be equal to or less than the allowance. Once you're ready to place your order, select "Checkout."
4. Confirm the shipping information and then select "Place Order."
5. You'll 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'll 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)

*The over-the-counter allowance is managed by OTC Health Solutions®, a division of CVS Health®. Eligible products vary by plan and are subject to change. Plan features and availability may vary by service area. Images are only for illustration and may differ from items received. Cannot be used with other CVS® discounts, programs or promotions. Catalog prices can't be combined with promotional offers or ExtraBucks Rewards. You get a maximum of two home deliveries per year, at no charge to you, with unlimited in-store purchases until your allowance runs out. The value of products purchased with the OTC stipend may be considered taxable income. Please consult your tax adviser if you have any questions regarding taxability.

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