

## **Frequently Asked Questions (FAQs)**

### **Where can I find my member ID number?**

It can be found on the front of your Peoples Health 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 mail. You order from a list of approved OTC items and we mail them directly to your home address.

### **How much is my OTC benefit?**

Your OTC benefit lets you order up to a certain dollar amount of items. The amount depends on your plan. Check your plan documents or call us at 1-888-628-2770 (TTY: 1-877-672-2688).

### **How often can I use my OTC benefit?**

You can place one order per calendar quarter.

### **Can I carry over unused amounts to the next quarter?**

Unused amounts from a quarter do not roll over to the next quarter.

### **Can I order more than my quarterly amount?**

You cannot order items that are valued over your quarterly amount.

### **Can I place partial orders?**

You can only place one order per quarter, and you must submit the full order at once.

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

There is a quantity limit of fifteen (15) of the same item, per order, with the exception of the blood pressure monitors, which are limited to one (1) of each 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 1-888-628-2770 (TTY: 1-877-672-2688) 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 1-888-628-2770 (TTY: 1-877-672-2688) from 8:00 a.m. to 7:00 p.m. Central Time, Monday through Friday.

**To order online, you will need to register an account and create a password.**

### **To register for the first time and create your password:**

- Enter your member ID and zip code.
- You will then be directed to a registration page to provide an email address and create a password.
- You will receive an email with a link to complete the registration process.

### **Password Rules:**

1. Password length must be at least eight (8) characters.
2. Password must contain at least one number and one letter.
3. To change your password, you will need to enter the old password.
  - There is no mandatory password reset.
  - You can change the password at any time.
4. You will not be able to reuse a password that has been used in the last 8 password resets.
5. Password cannot match user ID.
6. Password cannot be changed more than once within a 24-hour period.