

Having trouble purchasing OTC items at CVS Health?

If you have any issues purchasing OTC items at CVS Health, try the solutions listed below:

- **If you are unable to access the CVS Health website from My Benefits Center:**
 - Try turning off pop-up blockers in your web browser, phone, or tablet settings.
 - Try closing your web browser and logging in again.
 - If the option to disable pop-up blockers is unavailable on your phone or tablet, make sure to update the devices software to the latest version (e.g. iOS 17.4).
 - If you are still unable to access the CVS Health website, you can try downloading the latest version of the OTC Network App (iOS and Android) which shouldn't have any issue with the pop-up blockers.

If you have questions, call Member Services at **HMO:** [1-888-341-1507](tel:1-888-341-1507), **PPO:** [1-866-632-0060](tel:1-866-632-0060) (TTY: 711). Representatives are available 8 a.m.–8 p.m., 7 days a week (Mon.–Fri. from Apr. 1–Sept. 30).