



MyTru Advantage

How to Use Your Over-the-Counter (OTC) Benefits



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Order Online

- <https://www.cvs.com/benefits>
- First time users will need to create an account. If you share an email with someone who also has an OTC account, you will only be able to make one account.
- Search for OTC items and add items to your cart/basket.
- How to Checkout Online:
 - Confirm your shipping information and your place order.
 - Your Order Summary will show your order details and delivery timeframe.
 - You should receive email confirmations and status updates as your order is processing.

2

Order by Phone

- Call 1-888-628-2770 (TTY: 711)
- Monday–Friday, 9am to 8pm local time.
- Be sure to have your order ready before calling.
- How to order through the Interactive Voice Response (IVR) system:
 - Call using the phone number on file.
 - Please enter the number of the item code. Example – if you want to order item B33, enter 33, the IVR will repeat the item to ensure the selection is correct.
 - Once you are done with your order, you will have a chance to review and edit your order.


3

Shop in Store

- Visit your nearest CVS Pharmacy.®
- Find eligible items by using the catalog:

UPC	SKU	DESCRIPTION	SIZE	PRICE
A11	446781	ACNE CONTROL CLEANSER	8 OZ	\$11.00
A2	462266	ACNE CONTROL GEL	1.35 OZ	\$16.00
A3	429804	ACNE TREATMENT GEL	1 OZ	\$5.50
A4	427735	BODY WASH FOR ROUGH AND BUMPY SKIN	10 OZ	\$12.00
A5	504817	OVERNIGHT ACNE SPOT PATCHES	40 CT	\$6.00
A6	412505	FRANSXYL ACNE FOAMING WASH	5.5 OZ	\$12.00
WIPES & ACCESSORIES				
A20	455786	ADULT CARE WIPES	42 CT	\$4.00
A21	816326	ADULT CARE WIPES	96 CT	\$15.00
A22	520577	ADULT CARE WIPES	48 CT	\$8.00
A23	458004	ADULT CARE WIPES	192 CT	\$12.00
A24	714296	BALMEX ADULT CARE CREAM	12 OZ	\$20.00
A25	652360	MEDICATED WIPES VALUE SIZE	48 CT	\$8.00
A26	239939	SHEET PROTECTOR	1 CT	\$12.00
A27	512509	UNDER PADS XL	18 CT	\$10.00
WEIGHERS				
A30	864229	DIGITAL BODY SCALE	1 CT	\$16.00

****Important details to remember:**
UPC and SKU should help in identifying the correct item for purchase.

- TO FIND ELIGIBLE ITEMS: Look for the blue labels that contact the OTCH indicator & SKU number. 
- Check out any register and confirm you are using your Medicare Over-the-Counter benefit. You will need your name, date of birth and zip code to validate your identity.
- You **do not** need to carry a separate card to access your benefits.

Important Information:

- Catalog prices CANNOT be combined with coupons, store promotions, BOGO, or CVS rewards toward the OTC benefit.
- Manual Reimbursement is limited.
- Not all items are available in stores. Items marked with a (📦) in the catalog can only be ordered over the phone or online.
- Not all items are available online. Items marked with a (★) can only be ordered in store.
- PRICES MAY VARY – For prices that apply when you use your OTC benefits, please consult the catalog.