

## NEW FOR 2021!!! Expanded in store OTC options!

We have expanded our in store OTC options. Visit this [store locator link](#) to find a local store where members can get their OTC benefits right off the shelf!

The CVS stores with the “**standard**” setup will have a dedicated section and the following features:

- All front store registers are enabled to process OTCHS orders
- Shelf tags will identify OTCHS products
- A small supply of Aetna OTC catalogs will be provided to stores so colleagues can assist members
- Dedicated shelving
- Store signage
- Display with catalogs

### OTCHS Dedicated Section



On the other hand, the stores with the “**Lite**” model setup will not have the following:

- No dedicated shelving
- No store signage
- No display with OTC catalogs

Since there won't be dedicated shelving, the eligible OTC items will be mixed in with regular store items in their home shelf spaces, but will have a blue tag label identifying the item as an OTC benefit item as depicted in the image below:

**Reminder!**

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**OTC CATALOGS** are NOT being mailed to existing members this year. We ask members to use the online copy. A pdf is attached here that you can share as needed.

*However, if members want a printed copy, they can call [Member Services at 800-282-5366](tel:800-282-5366) or [OTC 833-331-1573](tel:833-331-1573) to request a printed one be mailed to them.*

*Also , please note that due to weather, COVID and unprecedented volume, we have received notices from all carriers of delays in shipping so it may take up to 21 days to receive OTC orders.*