

Over the Counter (OTC) Frequently Asked Questions

What happens if an item is out of stock?	The benefit and catalog have comparable and alternative versions of all products available. Solutran's Customer Service can help the member find an alternative or comparable item on the phone. Otherwise, items typically come back in stock within a few days.
Is the cost of items higher on the website than in a printed catalog?	Generally, the catalog pricing will remain consistent with the website for the entire year. In certain cases, changes in market pricing for an item could impact a catalog item. A service representative can identify alternative versions of any products impacted by a price increase. The alternative item will be in line with or lower in price than the original item.
Is sales tax included in the credit amount?	Sales tax is applicable to the sale of any product or merchandise. The sales tax is charged at the local state tax rate. Members cannot be charged for sales tax out of pocket; therefore it is charged within the credit amount and covered with benefit dollars.
Do members need to pick their items up at Walmart?	No, members can order online, by mail, or over the phone, and items will be shipped to their home with free Two Day or Next Day shipping. In addition, members on a dual special needs plan with a debit card also have the option to use their credit at network retail locations.
How long does it take to receive a shipment?	The standard shipping is two days, but some items have been upgraded to next day shipping – both are free to the member. Back ordered items will ship in two days once they're in stock and the order is processed.
Can members use their card in stores?	Members with a Health & Wellness Products <u>catalog benefit</u> are not eligible to use their credit in stores. Members with a dual special needs plan Health & Wellness Products <u>card benefit</u> are eligible to use their credit at network retail locations.
Can OTC items be delivered to a member's home?	Yes, ALL members can order online, by mail, or over the phone, and items will be shipped to their home within two days or less. The member can use any address they prefer for delivery.
Do members receive a confirmation upon registering via the online portal or the mobile app?	Yes, a Welcome email will be sent to the email address used upon registration.
What if a member received multiple welcome packets with different credit amounts?	Members that changed plans during AEP may receive a mailing for both their new plan and previous plan. Solutran's Customer Service will direct members toward the appropriate card to activate and can assist in ordering as well.
Is the website redirecting members to Walmart.com?	Walmart.com is used to facilitate the transaction and check out. The Walmart.com website has a dedicated page for the UnitedHealthcare programs and the items listed on the page are ALL OTC approved for ease of shopping. The Walmart.com site is designed to make online shopping through the many available items as easy as possible.
Is the redirected website a UnitedHealthcare branded experience?	Yes. The following URL Healthy Benefits Plus is a UnitedHealthcare branded experience and has been available since launch.