

Frequently Asked Questions (FAQs)

Where can I find my Member ID number?

It can be found on the front of your membership ID card.

What is the Over-the-Counter (OTC) benefit?

The OTC benefit offers you a convenient 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?

\$50 per quarter. (Note: Not applicable to all plans. This is a benefit under the Generations Value, Generations Classic and State of Oklahoma Group Retirees plans.)

How often can I use my OTC benefit?

You can place one order per quarter.

Can I carry over unused benefits to next benefit period?

Unused benefits do not roll over to the next quarter.

Can I order more than my benefit amount?

You cannot exceed your quarterly benefit amount.

Can I place partial orders?

No, you must submit the full order at once or lose the remaining balance.

How long will it take to receive my order?

You will receive your order within 7-10 business days.

Who can I call if I have questions?

You may call us at 1-888-628-2770 (TTY: 711) from 9:00 a.m. to 5:00 p.m., Monday through Friday.