



Over-the-Counter (OTC) Products at No Cost

OTC products play an important role in meeting U.S. health care needs. On average, households spend \$645 annually on OTC products.¹ The availability of OTC drugs saves the U.S. health care system a total of \$167 billion annually between prescription drug cost savings and clinical visits.¹

Despite their value, OTC drugs are not covered by Medicare Part D. Medi-Cal covers some OTC drugs, but not all. For your patients who may benefit from using OTC products and are enrolled in OneCare, there is a no-cost option. OneCare members receive a quarterly allowance of \$100 to spend on over 500 plan-approved OTC health and wellness items. At the beginning of the year, members received a copy of the OTC catalog in the mail.

How your patients can use the OTC benefit

1. View the catalog to select items (print copy or online)
2. Place an order online, by phone, by mobile app or by mail
3. Receive the shipment of OTC items within five to seven business days after the order is received

Ways to order:

<p>Visit the website: www.caloptima.org/OneCareOTC</p>	<p>Call an OTC advocate: 1-855-299-5410 (TTY 711) Monday–Friday, 5 a.m. to 8 p.m.</p>
<p>Download the mobile app: OTC-Anywhere Available for Apple and Android mobile devices</p>	<p>Mail an order form: OTC Servicing Center P.O. Box 526266 Miami, FL 33152-9819</p>

Limitations:

- The full \$100 must be used in one order. Unused benefits will not roll over into the next quarter.
- The order total may not exceed \$100. Cash, checks, credit cards or money orders are not accepted.
- OTC products are intended for member use only to help with a health or medical need. The use of this benefit to order OTC items for family members and friends is prohibited.
- OTC items are available through home delivery only. Products may not be purchased at a local retail pharmacy and submitted for reimbursement or through any source other than those listed above.

Popular covered products[†]:

Category	Example Products	
Cold and flu	<ul style="list-style-type: none"> • Cough drops • Mucus Relief DM 	<ul style="list-style-type: none"> • Tylenol Cold & Flu • Vapor rub
Dental care	<ul style="list-style-type: none"> • Dental floss • Fixodent 	<ul style="list-style-type: none"> • Toothbrush • Toothpaste
Eye care	<ul style="list-style-type: none"> • Artificial tears drops 	<ul style="list-style-type: none"> • Redness relief eye drops
First aid	<ul style="list-style-type: none"> • Adhesive bandages • Face masks 	<ul style="list-style-type: none"> • Neosporin • Nitrile exam gloves
Pain relievers	<ul style="list-style-type: none"> • Acetaminophen extra strength • Eagle brand medicated oil 	<ul style="list-style-type: none"> • Salonpas pain relieving patches • Tiger Balm
Vitamins and minerals	<ul style="list-style-type: none"> • Daily multivitamins • Fish oil 	<ul style="list-style-type: none"> • Vitamin B complex • Vitamin C

**This is only a subset of products available. Please view the catalog for a complete list.*

References

1. Consumer Healthcare Products Association (CHPA). The Power of OTCs to Provide Consumer Value, November 2022. <https://www.chpa.org/sites/default/files/media/docs/2022-11/The-Power-of-OTCs-to-Provide-Consumer-Value.pdf>. Accessed March 14, 2024.