



OVER-THE-COUNTER (OTC)

SCAN's OTC benefit allows you to choose from hundreds of products in the over-the-counter catalog for your plan.



SCAN offers an over-the-counter (OTC) benefit for many plans.

The over-the-counter benefit allows you to order from hundreds of commonly used OTC items, including:





Cough syrup



Chewable antacid



First aid kit



Ibuprofen



Sunscreen



Vitamins, minerals

Place up to two orders per quarter (every three months) either by ordering online, over the phone or by mail. How much you have to spend each quarter depends on your individual plan; check your [Evidence of Coverage](#) to see how much your OTC allowance is.

Using the Benefit

Using the benefit is easy: Choose the products that you want, place your order and a package is delivered directly to your door within seven to 10 business days.

Spend your entire allowance in one order or break it up in to two orders throughout the quarter.

Many SCAN plans' OTC allowance carries over from quarter to quarter until the end of the year; for others, you need to use your allowance within each three-month period. Any unused allowance will not carry over to the next calendar year. Check your [Evidence of Coverage](#) to see exactly what your plan includes.

The OTC benefit isn't available for all SCAN plans. Check your Evidence of Coverage to see exactly what your plan includes.

CONTACT OTC

To place an order, click on "Place Your OTC Order Online" below or call: 1-877-494-2892 (TTY: 711), from 5 a.m. to 5 p.m. (PT), Monday through Friday.

FREQUENTLY ASKED QUESTIONS ABOUT THE OTC BENEFIT

Q: How can I find a copy of my OTC catalog?

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You can download or view a copy of your [OTC catalog](#)

Q. How can I find out what my benefit allowance is?

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You can find your benefit allowance in your [EOC](#).

Q: How do I place my order?

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You can either place your order over the phone, [online](#) or through the mail-in order form that comes with the catalog.

Q: I take aspirin every day. Can I use my allowance to buy it?

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Yes, aspirin is just one of the hundreds of everyday healthcare products available in the catalog.

Q: Is there a shipping and handling charge?

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No. There is no charge to you for shipping and/or handling.

Q: How long does it take to get my order once I've placed it?

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You should receive your order within seven to 10 business days of placing the order.

Q: Can I track my orders?

Yes, go to the My Account page on the [SCAN OTC website](#) and click on Order History. That will take you to a list of all of your orders, including those placed by mail or over the phone. Or you can call 1-877-494-2892 (TTY: 711) to find out the status of your order.

Q: Can I use my allowance at my local pharmacy?

No, the benefit allowance can only be used for products from the SCAN OTC catalog and can't be used at a pharmacy or retail store.

Q: What if the cost of my order is less than my allowance?

Let's say your benefit allowance per quarter is \$30 and you spend only \$15 in your first order. That means you have another \$15 left. You can place another order this quarter (up to two orders each quarter). If you don't need to place another order yet, then please check your OTC benefit information. Some SCAN plans allow you to carry over any unused amount from one quarter to the next—until the end of the year. Others do not, which means you need to spend the full amount each quarter or lose it.

Not sure which applies to you? Check your [Evidence of Coverage](#) to see exactly what your plan includes.

Q: What if the cost of my order is more than my allowance?

You won't be able to place an order for an item that is above your allowance amount.

Q: Can I check my account balance?

Yes, visit the [SCAN OTC website](#) and click on My Account to see your balance. Or you can call 1-877-494-2892 (TTY: 711) to find out what your account balance is.

Q: What if I have money left in my account at the end of the quarter? Can I add it to the allowance for the next quarter?

Many SCAN plans' OTC allowance carries over from quarter to quarter until the end of the year; for others, you need to use your allowance within each three-month period. Any unused allowance will not carry over to the next calendar year. Check your [Evidence of Coverage](#) to see exactly what your plan includes.

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Connect with a doctor 24/7; a great option for urgent care.

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Get 24/7 help using your computer, tablet, or smartphone for health-related purposes.

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SCAN Health Plan is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. SCAN Health Plan also contracts with the California Department of Health Care Services for Medicare/Medi-Cal eligible beneficiaries. [Click here to read the full disclaimer.](#)

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