



**Q: How does NationsOTC® work with my health plan?**

A: **Molina Healthcare** has partnered with NationsOTC to administer an over-the-counter (OTC) benefit.

**Q: How does a NEW member obtain a copy of the catalog (vs. an existing member)?**

A: All eligible members will receive a catalog by the second week of January. Additionally, members will have access to a digital copy of the catalog at **Molina.NationsBenefits.com**. For more information, please call **877-208-9243 (TTY: 711)** for assistance. Throughout the course of the year, new enrollees will receive a catalog upon enrollment.

**Q: How does a member request a replacement catalog?**

A: Members can request an additional catalog by calling the NationsOTC customer service team.

**Q: Who do members contact with questions?**

A: For any questions about an order, please call NationsOTC at **877-208-9243 (TTY: 711)**. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.

**Q: What languages are available to the member when calling into the customer service center?**

A: NationsOTC offers multiple language in house including English, Spanish, French, Mandarin, Vietnamese, Cantonese and Russian. NationsOTC also offers additional translations services if required.

**Q: How are orders placed?**

A: There are several convenient ways to place an order:

- Visit **NationsOTC.com/Molina**
- Call **877-208-9243 (TTY: 711)**
- Complete an order form and mail it to NationsOTC

**Important:** Order forms should be mailed no later than the 20<sup>th</sup> of the month to ensure the order total is applied to the current benefit period. If an order is needed sooner, call or go online.

**Q: What happens if outstanding funds are not sufficient with mail order form?**

A: NationsOTC will outreach to the member and explain the requested items exceed the available balance.

**Note:** NationsOTC will follow the attached IDN process – for the member facing FAQ we will use the above verbiage.

**Q: What type of products are available to order?**

A: Members have access to a variety of OTC medications, health and wellness products, first-aid supplies, and other qualifying items.

**Q: When are orders delivered?**

A: Allow two business days for delivery.

**Q: Can members cancel their order?**

A: Yes, members can cancel their order any time prior to shipping by calling NationsOTC at **877-208-9243 (TTY: 711)**. Members can also cancel their orders in the member portal within one hour after the order is placed.

**Q: Where does NationsOTC ship?**

A: Orders can be shipped anywhere in the U.S., including Hawaii and Puerto Rico.

**Q: What carrier ships OTC packages?**

A: FedEx.



**Q: Are orders shipped on holidays?**

A: NationsOTC will process the order and ship in accordance with FedEx's holiday hours of operation.

**Q: Is there an additional cost for shipping and taxes?**

A: There are no additional costs for shipping or taxes to the member.

**Q: How do members track their order?**

A: All orders can be tracked by logging into the MyBenefits member portal at [NationsOTC.com/Molina](https://NationsOTC.com/Molina). Go to **My Account > Order History > Order Details** to access the tracking ID and get real-time updates.

**Q: What is the return or exchange policy?**

A: Due to the personal nature of these products, we do not require products to be returned.

**Q: What should a member do if an order was not received?**

A: The member should call NationsOTC and a reshipment will be processed at no cost.

**Q: What is the process for a member to file a complaint or grievance?**

A: Members will follow the standard Medicare appeals and grievance process. NationsOTC will handle the first call resolution and provide A&G a weekly report and all other calls that were transferred to Molina's Medicare A&G team.

**Q: Is there only one OTC catalog for all our plans?**

A: There is a standard product listing for all plans with separate PDF versions based on branding requirements.