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| **UPDATE EFFECTIVE 1/28/2025: Assisting members with CVS OTC orders:** **CVS OTC Bulk Ordering*** Members and/or Caregivers can place OTC orders by telephone, online, via the OTC Health Solutions app, or shop for eligible items in-store.
	+ Care Coordinators should not create online member accounts or log into members’ CVS online accounts.
* If members and/or caregivers cannot place orders and requests assistance,Care Coordinators can assist in the following ways:
1. Call CVS on behalf of the member at 1-888-628-2770 (TTY: 711). Reminder: When calling in an order, CVS requires the member’s full ID including alpha prefix i.e. MQS80XXXXXXX.
2. If multiple members cannot place OTC orders themselves, Care Coordinators can complete the CVS order template located in the [2025 SecureBlue MSHO Supplemental Benefits Catalog](https://carecoordination.bluecrossmn.com/wp-content/uploads/2025/01/2025-SecureBlue-MSHO-Supplemental-Benefits-Catalog-1-24-25.pdf). See the template for instructions, updated effective 1/28/25.
* Securely email completed order template to otchs\_operations@cvshealth.com with subject line **BCBSMN Care Coordinator Bulk Order.**
	+ **IMPORTANT:** Orders without this approved subject line will not be processed.

Thank you,**Partner Relations Team | Government Markets** Partner.Relations@bluecrossmn.com |