|  |
| --- |
| **Assisting members with CVS OTC orders:** UPDATED 2/28/25 (New email address -see below)  **SECUREBLUE MSHO SUPPLEMENTAL BENEFIT UPDATE CVS OTC Bulk Ordering**  NOTE this process is only to be used in instances where you are placing orders for more than one member AND the members CANNOT order for themselves or they have no one that can assist them with the order. **It is preferred for members or their caregivers to place their own orders.**  In the event that a care coordinator has multiple members that cannot place an OTC order themselves, care coordinators may assist members with ordering their CVS over-the-counter items. Care coordinators should not create online member accounts or log into the member’s CVS online account. If the member or caregiver cannot place the order on the phone, online, app or shop in store themselves and requests assistance from the care coordinator, see options below.   * Care coordinators can assist the member by calling CVS on their behalf at 1-888-628-2770 (TTY: 711) * Care coordinators may fill out the attached CVS order template and securely email to CVS. See the template for instructions, which have been updated effective 2/28/25. This is only to be used for multiple members AND members cannot place their own orders.   **UPDATES 2/28/25: NEW EMAIL ADDRESS**   * Securely email completed spreadsheets to: * [Bobbie.Graham@CVSHealth.com](mailto:Bobbie.Graham@CVSHealth.com) * CC: [Client\_Success@CVSHealth.com](mailto:Client_Success@CVSHealth.com) * Include subject line: **BCBSMN Care Coordinator Bulk Order.** Orders without this approved subject line will not be processed.   Thank you,  **Partner Relations Team | Government Markets**  [Partner.Relations@bluecrossmn.com](mailto:Partner.Relations@bluecrossmn.com) |