



Frequently Asked Questions (FAQs)

Where can I find my Member ID number?

It can be found on the front of your health plan ID card.

What is the Over the Counter (OTC) benefit?

The OTC benefit offers you an easy way to get generic, over-the-counter health and wellness products through OTC at Your Door. Ordering methods are: 1) Member OTC App, 2) Online at: www.MemberMMM.com, and 3. By Phone: 1-844-949-0880 (Toll Free), TTY: 711. You order from a list of approved OTC items, and OTC at Your Door will mail them directly to your home address.

How much is my OTC benefit?

The amount depends on your benefits plan. Check your plan documents or call OTC at Your Door at 1-844-949-0880 (Toll Free), TTY: 711.

How often can I use my OTC benefit?

Your OTC benefit can be utilized once a month or once a quarter, not to exceed your benefit's allowance. A Member will not be allowed to place multiple orders during a monthly or quarterly benefit period. For example, a member has to select all of the OTC items necessary to exhaust his/her benefit for the monthly or quarterly benefit upon ordering.

Can I carry over unused benefit amounts to the next benefit period?

Unused benefit amounts do not roll over to the next benefit period.

Can I order more than my benefit amount?

You cannot exceed your benefit amount either through the Member OTC App, Online, or by Phone.

Is there a limit on the number of items I can order?

There is no limit on the number of items you may order. However, ordering quantities are subject to change based on market availabilities.

How long will it take to receive my order?

Please allow 5-7 business days for delivery of your order.

Is there a return policy?

If you receive a damaged item, please call OTC at Your Door at 1-844-949-0880 (Toll Free), TTY: 711, within 15 days after receiving your order. An identical replacement item will be shipped. No other returns or exchanges are allowed.

Who can I call if I have questions?

You may call us at 1-844-949-0880 (Toll Free), TTY: 711 from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday.