



NationsOTC: Common Questions

Q: Is there a minimum order?

A: No, there is no minimum order amount. NationsOTC can process orders with as little as one product.

Q: What carrier is shipping the products?

A: USPS is used as the primary shipper, but FedEx and UPS are also used. Members can expect to receive their items within 3 to 7 days (based on location) after an order is placed.

Q: What is the shipping cost? Is the OTC card charged a shipping cost or is the cost included in the product price?

A: Shipping charges are built into the product pricing, so there's no additional cost to members using their OTC benefit card.

Q: How quickly are orders processed and shipped?

A: Orders received are processed at NationsOTC's fulfillment center within 24-48 hours. Based on a cardholder's location, shipments are delivered typically within 3-7 days.

Q: How do order cancellation requests work?

A: NationsOTC can support order cancellations up until shipment. If the product has been shipped and the member still wants to cancel the order, the products will be returned, and the benefit dollars will be reapplied to the member's account.

Q: Can products be returned?

A: Due to the personal nature of the products, returns are **not** accepted.

Q: When can I expect to receive my products?

A: You can expect to receive your items within 3 to 7 days after an order is placed, unless a change must be made to the order or an item is not in stock.

Q: How can I track my shipment?

A: Members receive an order number along with a tracking ID when placing an order through NationsOTC.com or over the phone. This information can be viewed under My Account > Shipping. The tracking ID is populated within 24-48 hours after the order is processed and can be used to track shipments and view all tracking history.

Q: What if I order more than my allotted allowance?

A: If an order exceeds the available funds you have on your card, you must include a credit card number or enclose a check along with your order form. Cash is not accepted. If you do not include a payment method when your total balance due is more than your available OTC card funds, some items may be removed from your order. If that is the case, our team will contact you to discuss the changes to your order

Q: Who do I contact with questions?

A: If you have questions about your OTC order, please call NationsOTC at 1-833-SHOP-OTC (1-833-746-7682) TTY:711. Member Experience Advisors are available Monday- Friday between 8 a.m. and 8 p.m. EST. For all other questions, please contact your health plan member service team for support. The number should be located on your health plan member ID.