Health Equity

Frequently Asked Questions

Medications Over-the-Counter (OTC)

Rules For

If you have a prescription for an OTC medication, you must pay for the product at the point-of-sale and manually submit a request for reimbursement.

Interpretation

Termination

- Your credit card and network is issued.
- Your card is activated.
- Your card is lost or stolen.
- Your card is canceled.
- Your card is expired.
- Your card is used by another person.

Interpretation

Development Checks

- 60 days of receiving your first request, you receive a competent department.
- 60 days of receiving your second request, you receive a competent department.
- 60 days of receiving your third request, you receive a competent department.

Interpretation

Authorization

Authorization

Authorization

Authorization

Authorization