



Important Updates About 'Ohana's Over-the-Counter (OTC) Benefit

We have an important update to tell you about our OTC program. This update isn't in your printed booklet, so you'll want to hang on to this letter as a reminder.

- Please note: **The shipping timeframe for OTC items will be changing from 30 days to up to 45 days.**

Remember, we make it easy to order OTC items:

- Call us toll-free 24/7 at **1-888-846-4262** (TTY: **711**) to place your order, using our automated system.
- Go to www.ohanahealthplan.com and log in. (If you don't have a username or password, it's easy to sign up. Just follow the instructions.)
- After you log in, click on Over-the-Counter (OTC) Items. Once you place your order, we ship it right to your home. (Shipping is at *no* cost to you.) It's that easy!
- **Questions?** Call the above number Monday-Friday, from 7:45 a.m. to 4:30 p.m. Hawai'i Standard Time (HST), to reach Customer Service.