

OTC online shopping now fulfilled by Amazon



Beginning in 2024, UnitedHealthcare is expanding member value by working with Amazon to fulfill online orders for participating non-SNP and C-SNP members with an OTC-only benefit. This new relationship with Amazon is the first in the industry and demonstrates our commitment to delivering a truly premium member experience by offering members greater flexibility and increased buying power with more products, more brand and generic options, more value for their dollar, and faster shipping with no minimum purchase requirement.



Non-SNP & Some C-SNP Members

Members in non-SNP plans with an OTC benefit and C-SNP members with an OTC-only benefit (i.e., no healthy food) will purchase Amazon-fulfilled OTC products directly in the UCard Hub on the UnitedHealthcare website and mobile app

Members cannot use their UCard or OTC credit to shop directly on amazon.com or in the Amazon app.

D-SNP & Some C-SNP Members

Members with an OTC benefit that can be used on healthy food (D-SNP and some C-SNP) will continue to have their online orders fulfilled by Walmart.

Members will continue to have a broad range of products and standard shipping costs with a minimum order of \$35.

C-SNP, D-SNP, and Non-SNP Members can still shop in store to use their OTC benefits.

More information about our OTC benefit can be found on our OTC Credit Quick Reference Guide on Jarvis -> Selling Resources -> OTC (non SNP).



OTC Fulfillment FAQs

Shopping Online

How do members shop for products?

Members will still shop online through the UCard Hub at ucardhub.uhc.com or in the UnitedHealthcare app.

Can members use their UnitedHealthcare UCard® on Amazon.com or through their Amazon mobile app?

No, members cannot shop directly on amazon.com or use the Amazon mobile app to purchase products using their OTC credit or UCard.

Do members need an Amazon Prime account to purchase products?

No, members do not need an Amazon Prime account to purchase products.

Where do members enter their payment at checkout?

Members will not have to enter any payment information at checkout as their UCard credit will automatically apply.

Can members use their earned rewards to purchase OTC products?

Yes, members can use earned rewards in addition to their quarterly OTC credits to purchase products on ucardhub.uhc.com.

What if a member's purchase costs more than their credit?

While shopping online, members can only use the available credit on their UCard. Other forms of payment will not be allowed.

Can members use an Amazon gift card with the benefit?

No, they can only use the available credit on their UCard.



OTC Fulfillment FAQs

Shipping

Is there a cost for home delivery?

The member's order includes standard shipping costs and is not subject to additional shipping fees.

How long will it take to receive products?

All covered products are considered Prime-eligible and should be delivered in 2 days. Some exceptions apply. Expect orders shipping to Alaska, Hawaii and Puerto Rico to arrive within 4 business days.

Who can members expect to deliver their products?

Amazon will be delivering their order.

Can members return products?

No, products cannot be returned or exchanged.

Product Selection & Pricing

Do members have to pay sales tax?

Yes, all orders are subject to their local state sales tax. Sales tax will be covered with their benefit credit.

Can members purchase both brand name and generic products?

Yes. We've recently expanded the wide variety of health-related OTC products that are eligible, including both brand-name and generic choices.

