

# Over-the-Counter (OTC) Catalog Order Form

Please fill out the information below.

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Member Name:

Member ID:

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Date of Birth:

Date of Order:

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Shipping Address:

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City:

State:

ZIP Code:

Phone:

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## How do I use this order form?

1. Fill out the information above. Be sure to include your BlueCare Plus Tennessee Member ID number and your date of birth.
2. Fill in the boxes on the next page. You must include the item number, product description, quantity and price. You can find this information in the BlueCare Plus Over-the-Counter Catalog.
3. Mail this order form to:  
DrugSource, Inc.  
Attn: BlueCare Plus Tennessee OTC Orders  
P.O. Box 1366  
Elk Grove Village, IL 60009-1366

## How often can I place an order?

You can place one order per month, with a total of three orders per quarter.

## How long will it take for me to get my products?

Allow 7 to 10 business days for your order to arrive. Shipping times may vary because of potential delays.

## What if a product I want is back ordered?

If a product is on back order, a DrugSource customer service representative will contact you to discuss other product options.

## Can I return the products I get?

No. Because these are personal products, we can't take returns.

## Are there other ways for me to order my OTC products?

Yes. You can order online at [bpotc.com](http://bpotc.com).

**Or**

You can call DrugSource at **1-800-400-6864**, TTY **711**, toll free from 8:30 a.m. to 10 p.m. CT, Monday through Friday.

# We're here to help.

If you have questions, call BlueCare Plus at **1-800-332-5762**, TTY **711**.

From **Oct. 1** to **March 31**, you can call us 7 days a week from 8 a.m. to 9 p.m. ET. From **April 1** to **Sept. 30**, you can call us Monday through Friday from 8 a.m. to 9 p.m. ET. If you call us outside these hours or on a holiday, our automated system will answer your call. You can leave a message for us, and we will call you back the next business day.

Item Number	Item Description	Quantity	Price Per Item	Total
<b>Example:</b> 2190874	Aleve 220MG Caplet 100CT	2	\$18	\$36
Sales tax and product cost apply to your quarterly credit amount.				<b>Grand Total</b>



1 Cameron Hill Circle | Chattanooga, TN 37402 | [bluecareplus.bcbst.com](http://bluecareplus.bcbst.com)

DrugSource is an independent company that does not provide BlueCare Plus Tennessee products or services. DrugSource, Inc. is solely responsible for the Over-the-Counter drug supplies pursuant to the BlueCare Plus Tennessee benefits. BlueCare Plus Tennessee does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. BlueCare Plus Tennessee, an Independent Licensee of the Blue Cross Blue Shield Association. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-332-5762, TTY 711.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-332-5762، TTY 711.