

Frequently Asked Questions

Usage

Q. How do I use this card?

A. Take the card to the pharmacy with your prescription to be filled and when processed with your prescription, you will receive discounts on your prescriptions up to 50% on brand name drugs and up to 75% on generic drugs. Average discounts will average 30%.

Q. Will the Free drug card help with my co-payments?

A. No, this card can only be used alone, not in conjunction with any other plan. However, it can be used if your plan does not cover the prescription you require.

Q. Can I use this card in conjunction with my insurance?

A. Yes and no. This card will not lower your insurance co-pay; however it can be used to cover non-formulary medications (medications not covered by your health plan).

Q. I have Medicare but I'm not in the donut hole, can I use this card until the designated year starts over?

A. The card can be used when in the gap period to purchase medications at a discount. This amount will count towards your deductible to get out of the gap, however, please be advised that receipts must be submitted, indicating you were outside your Part D benefit period when using the card.

Medication Coverage

Q. I need to find out if my medication is one of the drugs that you cover.

A. Almost all medications are covered through this program. Please refer to the Web site for specific medication and pharmacy location of call 1-877-321-6755.

Pricing/Discounts

Q. How can I find out how much of a discount I will receive on my medication?

A. By clicking on medication pricing on the Web site or call 1-877-321-6755.

Q. Are the prices on your Web site before or after the discount?

A. This is the price that you will pay after the discount.

Q. Your Web site says I should have paid \$7.00 and the pharmacy told me my prescription is \$170. Why?

A. Please check the quantity that you entered when pricing your medication. You must enter the number of pills in the prescription to receive the correct pricing. If this does not fix the price difference, please have the pharmacy contact 1-877-321-6755.

Pharmacy

Q. What Pharmacy accepts this card?

A. Most major chains accept the card. Please refer to the Web site, to check participating pharmacies or call 1-877-321-6755.

Q. My pharmacy told me to call and activate this card.

A. These cards are pre-activated and ready to use immediately. If the pharmacy has trouble with the card, please have them call 1-877-321-6755 and they can help.

Q. I tried to use my card at Costco, and they told me that the Group number is not good.

A. Have the pharmacy call 1-877-321-6755 while you are there and they can help them process your card.

Q. My pharmacy is listed on your Web site, but when I took the card there, they said they have never heard of this card.

A. If no one has previously presented the card at your pharmacy, they may not be familiar with it. They just need to enter the information into their system from your card and it will trigger the discounts.