

Frequently Asked Questions About the Card

Q: Can the members of my family also use this prescription drug discount card?

A: Yes. This card covered all of the family members living in your home.

Q: Why didn't I get a discount and why did the pharmacist say the card didn't work?

A: You will save an average of 8 times out of 10 over the pharmacy's retail price. If the pharmacy's price is lower, you will pay the lower, retail price and there is no savings or discount. Sometimes a pharmacist will say the card didn't work when what they mean is that the retail price is lower for that medications and no discount or savings apply.

Q: How much will my medicine cost with the card?

A: It varies by medicine and pharmacy. You can click on the link for the drug pricing tool on the Home Page to get a general idea. The best answer is to take your prescription with your card to a participating pharmacy and ask them how much it will cost using the card.

Q: How much will I save with the card?

A: The average savings is about 20% or \$9.25 per prescription. Sometimes the savings is less and sometimes it is more. You will save an average of 8 times out of 10 over the pharmacy price. Take your prescription with your cards to a participating pharmacy and the pharmacist can tell you how much the medicine will cost with and without the use of the card.

Q: What prescription medications are covered under the FamilyWise Prescription Plan?

A: All FDA approved brand and generic prescription medications are covered.

Q: Are there any age or enrollment restrictions?

A: No, everyone can enroll and benefit from the plan.

Q: Can anyone use my card?

A: No, just the family members living in your household.

Q: Can I use my card for mail-order prescriptions?

A: No, there is no mail-order prescription service with this card.

Q: I am not a U.S. Citizen, can I use the card?

A: Anyone may use the program if it is used at pharmacies within the U.S.

Q: Does my doctor need to know about this card when writing my prescription?

A: No. This program will not affect the way you are cared for by your physician. You should, however, always consult with your doctor about saving money on prescription medications.

Q: How do I know how much my medication will cost?

A: You will need to give your pharmacist your card and prescription so it can be entered into the computer at the pharmacy to tell you the cost of the medication since they change regularly. The participating pharmacy will give you their lowest (or best) price available at their pharmacy. In 80% of previous transactions, that price will be significantly lower than any retail or sale price you would receive without the card. If a brand name or generic drug is available through your participating pharmacy at a lower price than the scheduled price, you will pay only the lower of the two prices.

Q: Do prices vary among participating pharmacies?

A: Industry standards determine the discounted rate for prescription medications. This means in most instances, all participating pharmacies will offer the same low price. These rates are updated at least once a week, so prices may vary depending on when you go to the pharmacy. From time-to-time, pharmacies may offer special sale prices for a limited time on selected drugs. These sale prices may be lower than the scheduled discount rates, in which case the card holder will pay only the lowered sales price.

Q: What does getting the "lowest" or "best" price on my prescriptions mean?

A: It means that a participating pharmacy will give you their lowest (or best) price available at their pharmacy. In 80% of previous transactions, that price will be significantly lower than any retail or sale price you would receive without the card. If a brand name or generic drug is available through your participating pharmacy at a lower price than the scheduled price, you will pay only the lower of the two prices.

Q: Why don't all pharmacies accept the card?

A: All chain pharmacies and most independent pharmacies have been given equal opportunity to serve you via this program. Pharmacies are required to offer very deep discounts and assist in performing some fairly complicated drug management procedures on behalf of our card holders, and some pharmacies simply refuse.

Q: What if my pharmacist said the card would not save me any money?

A: Your pharmacist will not know what the card savings will be until the prescription is sent for pricing through the pharmacist's computer. If your Pharmacist does not want to comply with the program, you should consider going to another nearby pharmacy that honors the card.

Q: I already have insurance that covers my prescription drugs. How can the FamilyWize Prescription Card benefit me?

A: This program can be used to obtain savings on prescription drugs that are excluded by your insurance plan or are not covered because you have exceeded your insurance plan's maximum limits. In some instances, you might find that the FamilyWize Prescription Card's price is lower than your program's co-payment amount, but not usually. In addition, if your plan does not offer you a drug card and you are reimbursed after each transaction, you may be able to use the FamilyWize to lower your out-of-pocket expenses.