

Pharmacy Discount Frequently Asked Questions



How much will I save?

The discounts save you 10% to 60% on prescriptions at over 48,000 pharmacies nationwide, including CVS, Walgreens, Wal-Mart, Target and more.

How much does the feature cost?

Your pharmacy discounts are provided as part of your Co-op Connections® program at no cost.

Does everyone in my family need an individual card?

No. One card may be used by the entire family.

I just received my card. Can I use it right away?

Yes, just present your card and prescription at a participating retail pharmacy to receive a discount at the time of purchase.

I've lost my card. How can I get a replacement?

Please contact Shelby Electric Cooperative toll free 1-800-677-2612.

How are these pharmacy discounts different from traditional prescription insurance?

This plan is not insurance; it is a pharmacy discount offer. The card provides immediate discounts at the pharmacy. Upon presenting your card to the pharmacist, you will pay the lower of a discounted price or the pharmacy's regular retail price. There are no forms to fill out and no limit to the number of times you can use the card. These discounts are available only at participating retail pharmacies.

Can I use my Co-op Connections card with my current insurance benefit to reduce my costs?

Your card cannot be used in conjunction with insurance. However, use your card to purchase prescriptions not covered by your insurance plans at a discounted rate.

Pharmacy discounts are not Insurance, and are not intended as a Substitute for Insurance.

The discount is only available at participating pharmacies.

Where can I get a list of pharmacies that accept the card?

The Co-op Connections card is accepted at over 60,000 retail pharmacies nationwide, including CVS, Walgreens, Walmart, Target and more. You can find participating pharmacy locations at www.locateproviders.com.

Will I always receive the lowest price?

Yes. You will receive the best price available to you through this program at the pharmacy. On occasion, pharmacies will price a particular medication lower than the discount rate provided by the card. If that occurs, you will receive the lower price.

Can I find out the discounted price of my prescriptions before going to the pharmacy?

Yes, if you know the name, strength and quantity of the medication, you can find the discounted price of the medication by visiting www.rxpricequotes.com.

Why did the price of my prescription change since my last purchase?

Drug prices are different from pharmacy to pharmacy. Even chains have different prices in their stores depending on the population they are servicing. Additionally, manufacturers' drug prices change periodically.

What is the mail order program?

To ensure members always save money on their prescription drugs, a unique mail order program was created to complement the network pharmacy benefit. Since most maintenance (long term) medications are purchased in 90 day supplies, members maximize savings and have the convenience of home delivery (at no additional charge) by ordering through the mail order option.

For Providers:

- Call 800-800-7616 for Member Services if you have questions or need a provider.
- Log onto www.locateproviders.com and use the Group and Member numbers from the back of your card to search for providers.
- Log onto www.rxpricequotes.com to search by drug and zip code.

Pharmacist Help Desk:

- For questions to join or about processing call the Help Desk at 877-448-6182.
- You can also e-mail to join at nominations@newbenefits.com.