



Frederick County Prescription Discount Card
In partnership with the [National Association of Counties](http://www.naco.org) (NACo)

Frequently Asked Questions

Q: How can I receive a card?

A: Call **877-321-2652** anytime to request a card.

Q: How much does the prescription discount card cost?

A: Frederick County provides your prescription discount card to you free of charge.

Q: I just received my card. May I use it right away?

A: Yes. You may use your card immediately. Simply present your prescription discount card at a participating retail pharmacy when you fill or refill your prescriptions.

Q: Which pharmacies accept the card?

A: Costco, CVS, Frederick Community Pharmacy, Frederick Oncology Hematology, Giant Eagle, Giant, Green Valley, Kmart, Medicine Plus, QD, Rite Aid, Safeway, Sams Club, Super Fresh, Target, Terrapin, Twin Knolls, Union Bridge, Walkersville, Wal-Mart, Wegman's, Weis, and Whitesell & Bowen Pharmacies all participate. Ask your pharmacist, visit <https://naco.advancerx.com>, or call toll free **1-877-321-2652** to find out if your pharmacy participates in the program.

Q: Does everyone in my family need an individual card?

A: No. Everyone in the family may use the same card.

Q: How is this prescription discount program different from traditional prescription insurance?

A: This plan is not insurance; it is a prescription discount program. The card provides immediate discounts at the pharmacy. There are no claim 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.

Q: May I use my prescription discount card with my current insurance benefit to reduce my costs?

A: Your card cannot be used in combination with other insurance. However, you are able to use your card to purchase prescriptions that are not covered by your insurance. You can present both your insurance and your prescription discount card to determine which one provides a lower price.

Q: How much will I save?

A: Savings will vary. Savings average 25% off of the pharmacy's regular retail prices for prescription drugs.

Q: May I use my card to get discounts on over-the-counter products and non-prescription medications?

A: Not usually. However, discounts are available for many diabetic supplies.

Q: Will I always receive the lowest price?

A: 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.

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

A: Because prices can vary by location, only the actual pharmacy can tell you the exact price of the prescription. However, you can look up an estimated price for medications at caremark.com/naco or call toll free **1-877-321-2652**.

Q: Why did the price of my prescription change since the last time I purchased the prescription?

A: Drug prices are different from pharmacy to pharmacy. Calls can be made to pharmacies to check the price of medications to get the best price.

Q: The card says I can save an average of 33% on my prescription medication. Will I save 33% on all my medications?

A: Because pharmacy prices vary greatly, exact savings will vary depending on the prescription drug and the price you have paid before. You could save even more.

Q: If I lose my card, may I get a replacement?

A: Yes. You may obtain an extra card by calling 301-600-6083. Cards are also available at Winchester Hall, the [Frederick County Health Department](#), the [Department of Social Service](#), [Frederick Community Action Agency](#), all branch offices of the [Frederick County Public Library](#), and all locations of the [Frederick County Department of Aging](#):

- Brunswick Senior Center, 12 East "A" Street, Brunswick
- Emmitsburg Senior Center, 300 S. Seton Avenue, Emmitsburg
- Frederick Senior Center, 1440 Taney Avenue, Frederick

Q: Will my prescription discount card ever expire?

A: No. Use your drug discount card anytime you purchase medications not covered by your insurance.

Q: What is specialty pharmacy and what kinds of services do they offer?

A: Specialty pharmacy offers delivery of injectable and select oral specialty medication and supplies to the location of your choice. Services include delivery notification and refill reminder calls to help you stay on your treatment plan. You'll also receive expert care services including counseling, follow up care calls, informative disease-related materials, and access to health experts 24 hours a day, seven days a week.

Q: What drugs are offered through specialty pharmacy?

A: Medications for a variety of chronic conditions including multiple sclerosis, rheumatoid arthritis, cystic fibrosis, hemophilia, infertility, immunologic disorders, Crohn's disease, Gaucher disease, pulmonary hypertension, Fabry disease, MPS 1, blood dyscrasia, growth hormone deficiency, respiratory syncytial virus, hepatitis C and more are available through specialty pharmacy.

Q: What is Mail Service?

A: With the Caremark Mail Service program, you can purchase up to a 90-day supply of select medications from the mail service pharmacy for a fixed price. It's easy to get started with mail service—just send in the mail service order form along with your original prescription, to Caremark. For a list of medications available and to receive an order form please call toll free 1-877-321-2652.

Medicare FAQ's

Q: May I still use my prescription discount card if I sign up for a Medicare prescription plan?

A: Yes, you may use your drug discount card anytime you need to purchase a prescription that is not covered by your Medicare prescription plan or any other insurance.

Q: May I use my prescription discount card in addition to my Medicare prescription plan and get additional discounts?

A: No. Only use your drug discount card when purchasing medications not covered by your Medicare prescription plan.

Q: May I use my prescription discount card to get discounts on over-the-counter products and non-prescription medications?

A: Not usually. However, discounts are available for many diabetic supplies. Medicare does cover the cost of test strips and lancets for diabetics.

Q: Whom can I talk to in Frederick County about the Medicare D Prescription Drug Plan?

A: For further information, you may call the Frederick County Seniors Services Division at 301-600-1234, or on-line at <https://frederickcountymd.gov/54/Senior-Services>