



Co-op Connections® Mail Order Prescription Discount FAQ

Prescription program administered by HealthTrans

What is the mail order program?

Since most maintenance (long-term) medications are purchased in 90-day supplies, members can maximize savings and have the convenience of free home delivery by ordering through the mail order option.

How do I order prescriptions through the mail order program?

Call 877-839-8121 and **ask for the “low price guarantee”** to receive the absolute lowest price. They guarantee to beat any price by at least \$5.00 (valid on all prescriptions over \$10). Operators are available Monday - Friday, 10 a.m. to 7 p.m. Eastern time (8 a.m. to 5 p.m. Mountain time) with no Saturday hours. You will need to provide your group number and member number found on the back of your card.

How much will I save with the pharmacy discount?

The discounts may save you 10% to 60% on prescriptions for your entire household.

Can the card be used for over-the-counter medications or only on prescriptions?

Under this program, the card may only be used for prescription medications.

How do I get mail order information if I don't have Internet access?

Members may call 877-839-8121 to get price quotes and mail order forms.

How does the pharmacy mail order discount differ from traditional prescription insurance?

The plan is not insurance; it is a pharmacy discount offer. Unlike insurance, there is no limit to the number of times you may use the card.

Can my Co-op Connections card be used with my current insurance benefit to reduce my costs?

No. It cannot be used in conjunction with insurance. However, for each prescription you have filled, it is acceptable to price the prescription both ways, comparing your insurance cost to the Co-op Connections cost. You may also save money by using your card to purchase prescriptions not covered by your insurance plan.

Can this card be used in conjunction with Medicare Part D?

While you may not use this discount along with Medicare Part D, you may use the card to fill in the annual gap after the limit has been reached through Medicare.

What is the group number?

This number is specific to REC. It is used by pharmacists to report utilization information on a monthly and year-to-date basis.

What is the member number?

Every Co-op Connections card has the same member number. This number identifies the cardholder as a Touchstone Energy member.

What is the bin number?

This number is used as an identifier by the mail order pharmacy for Touchstone Energy. The pharmacy uses this number when they file their paperwork.

What is the PCN number?

This number is used as an identifier by the mail order pharmacy for Touchstone Energy. The pharmacy also uses this number with their paperwork.

Are the numbers the same on all REC cards?

Yes.

If I have a question about the mail order pharmacy discount program, whom do I call?

Cardholders may call 877-839-8121 to ask general questions about the program. This number may also be used by members without Internet access to get price quotes and forms. This phone number is staffed Monday through Friday 10 a.m. to 7 p.m. Eastern time (8 a.m. to 5 p.m. Mountain time) with no Saturday hours.

Do any retail pharmacies offer a discount?

Yes, you can save money on prescriptions when you use your Co-op Connections card at participating local retail pharmacies!

Which pharmacies accept the Co-op Connections card?

Touchstone Energy has 48,000 pharmacies participating in the program. To find a participating pharmacy, use the pharmacy search and also the price search tools on www.myrec.coop.