



Co-op Connections® Retail Prescription Discount FAQ

Prescription program administered by HealthTrans

Do any retail pharmacies offer a discount?

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

How much will I save with the pharmacy discount?

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

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 tool on www.myrec.coop. You will need the group number and member number found on the back of your card.

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 use the prescription search tool on www.myrec.coop to price your prescription.

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.

What if I don't have Internet access?

Members may call 800-800-7616 to locate participating pharmacies and/or get price quotes. This number is also available on the back of the Co-op Connections card.

How does the pharmacy discount differ from traditional prescription insurance?

The plan is not insurance; it is a pharmacy discount offer. Unlike insurance, there are no forms for you to file and 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 ask your pharmacist to price the prescription both ways, comparing your insurance cost to the Co-op Connections cost. Most pharmacists are happy to do this for you. 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 if a pharmacy does not honor the card?

It may be helpful to hand the pharmacist your card with the back side facing up since pharmacists will be much more familiar with the back of the card than with the front. The pharmacist will need the group number and member number to process the discount. If you encounter any problems with a participating pharmacy, please call the number on the back of the card: 800-800-7616.

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 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 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 pharmacy discount program, whom do I call?

Cardholders may call 800-800-7616 to ask general questions about the program. This number may also be used by members without Internet access to locate providers and get price quotes. This phone number is staffed Monday through Friday 8 a.m. – 8 p.m. Eastern time and Saturday 9 a.m. – 6 p.m. Eastern time.

Participating pharmacies should call the Pharmacy Helpdesk at 877-448-6182 for inquiries about the program or specific claim information.

How do local pharmacies sign up?

Interested pharmacies should call the Pharmacist Helpdesk at 877-448-6182.

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. If you are asked to leave a message, please provide your name, member and group numbers, and prescription information (including dosage). Doing so will ensure faster service.