

FREQUENTLY  
ASKED  
QUESTIONS

My Healthy  
Hometown

NLC PRESCRIPTION  
DISCOUNT PROGRAM

General Questions

HOW MUCH DOES THE MY HEALTHY HOMETOWN CARD COST?

**There is no cost to get your prescription discount card.** You are only responsible for paying the cost of your prescription, less any applicable discount.

I JUST RECEIVED MY CARD. CAN I USE IT RIGHT AWAY?

Yes, you can start using it immediately. Simply present your prescription discount card for savings at checkout when filling a prescription at one of 68,000 participating retail pharmacies nationwide.

HOW MUCH CAN I SAVE USING MY PRESCRIPTION DISCOUNT CARD?

On average, residents save 24%\* off the retail price of prescription medicine. Savings may vary by drug and by pharmacy.

DOES EVERYONE IN MY FAMILY NEED AN INDIVIDUAL CARD?

No. Everyone in your family may use the same card.

CAN I USE THIS CARD TO GET DISCOUNTS ON MY PET'S MEDICATIONS, TOO?

Yes. If your pet has been prescribed a medication that is also used to treat a human condition, you may receive a discount on the medication at a participating retail pharmacy.

CAN I USE MY CARD TO GET DISCOUNTS ON OVER-THE-COUNTER PRODUCTS AND NON-PRESCRIPTION MEDICATIONS?

Not typically. However, discounts are available for many diabetic supplies.

HOW IS THIS PRESCRIPTION DISCOUNT PROGRAM DIFFERENT FROM TRADITIONAL PRESCRIPTION INSURANCE?

**The My Healthy Hometown Free Prescription Discount Program is NOT insurance.** The card is free to city residents and offers valuable discounts on prescription medicines not covered by an insurance plan. If you do not have insurance, you can use your card at participating pharmacies to pay either a discounted price or the regular retail price, whichever is lower.

CAN I USE MY PRESCRIPTION DISCOUNT CARD EVEN IF I HAVE AN INSURANCE PLAN?

Yes, you can use your prescription discount card any time you need to purchase a prescription medicine that is **not** covered by your insurance plan. However, your card cannot be used in conjunction with any insurance plan to reduce costs.

CAN I STILL USE MY PRESCRIPTION DISCOUNT CARD IF I USE A MEDICARE PRESCRIPTION PLAN?

Yes, you can use your prescription discount card any time you need to purchase a prescription medicine that is **not** covered by your Medicare prescription plan or any other insurance.

SHOULD I USE MY PRESCRIPTION DISCOUNT CARD FOR COVERED MEDICATIONS DURING MY DEDUCTIBLE AND COVERAGE GAP PERIODS?

No. Only use your prescription discount card to purchase prescription medicines not covered by your insurance plan.

I'M NOT GOING TO SIGN-UP FOR A MEDICARE PRESCRIPTION PLAN. CAN I STILL USE MY PRESCRIPTION DISCOUNT CARD?

Yes, you can continue to use your prescription discount card on medications not covered by an insurance plan.

## Pharmacy and Pricing Questions

### WHICH PHARMACIES ACCEPT THE CARD?

The prescription discount card is accepted at more than 68,000 retail pharmacies nationwide, including the major chains as well as many independent pharmacies. Ask your local pharmacy if they participate or go online at [www.caremark.com/nlc](http://www.caremark.com/nlc) or call toll-free **1-888-620-1749** to find participating pharmacies.

### HOW MUCH CAN I SAVE USING MY PRESCRIPTION DISCOUNT CARD?

On average, residents save 24%\* off the retail price of prescription medicine. Savings may vary by drug and by pharmacy.

### WILL I ALWAYS RECEIVE THE LOWEST PRICE?

Yes. When you present your My Healthy Hometown Prescription Discount Card you will receive either a discounted price or the participating pharmacy's regular retail price, whichever is lower.

### CAN I FIND OUT THE DISCOUNTED PRICE OF MY PRESCRIPTION MEDICINES BEFORE GOING TO THE PHARMACY?

Prices can vary by location, so only the actual pharmacy can tell you the exact price of the prescription. However, you can look up an estimated price for medications online at [www.caremark.com/nlc](http://www.caremark.com/nlc) or by calling toll-free **1-888-620-1749**.

### WHY DID THE PRICE OF MY PRESCRIPTION MEDICINE CHANGE SINCE THE LAST TIME I PURCHASED IT?

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

### WILL I SAVE 24% ON ALL MY MEDICATIONS?

A retail price of a prescription medicine or a customary charge can vary by pharmacy, so your exact percentage of savings may also vary each time you fill your prescription.

### SHOULD I USE MY CARD AT A RETAIL PHARMACY WITH A FLAT RATE GENERIC PRICING PLAN?

Yes, always present your prescription discount card when buying prescription medicine **not** covered by insurance. When buying medicine on a generic pricing plan you will pay either the flat rate or the discount card price, whichever is lower.

## About CVS Specialty™

### WHAT IS CVS SPECIALTY?

CVS Specialty is a pharmacy that, like a doctor who provides specialty care for a specific condition, provides specialty medications for specific conditions. CVS Specialty makes it easy to get your specialty prescriptions by offering easy pick-up at CVS Pharmacy® or delivery by mail.\*\*

### WHAT KINDS OF SERVICES DOES CVS SPECIALTY OFFER?

Services include notifications and refill reminders as well as a dedicated CareTeam, a pharmacist and specially trained nurse, who help you to stay on track with your medications and are available for questions any time, weekdays, weekends or the middle of the night.

### WHAT PRESCRIPTION MEDICATIONS ARE OFFERED THROUGH CVS SPECIALTY PHARMACY?

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 and more.

The My Healthy Hometown Prescription Discount Program is NOT insurance. Visit [www.caremark.com/nlc](http://www.caremark.com/nlc) or call toll-free **1-888-620-1749** for details.

\*Savings may vary by drug and by pharmacy. Discounts are only available at participating pharmacies.

\*\*Where allowed by law. Based on the availability of CVS Pharmacy locations and subject to applicable laws and regulations. Services are also available at Long's Drugs locations. Products are dispensed by CVS Specialty Pharmacy and certain services are only accessed by calling CVS Specialty Pharmacy directly. Certain specialty medication may not qualify. In compliance with state laws in-store pick up is currently not available in Arkansas, Oklahoma and West Virginia.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

The Prescription Discount Card is operated by CVS Caremark®.

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