

# SingleCare FAQ's

## **What is SingleCare?**

SingleCare is prescription discount or savings program, similar to groups like Good RX. SingleCare works directly with pharmacies to negotiate up to 80% off prescription prices.

## **Is SingleCare insurance?**

No. SingleCare is a prescription discount program.

## **Is there a fee to use SingleCare?**

No. SingleCare is an absolutely free program, whether you have insurance or not. The SingleCare card you would receive from United Way is pre-activated. If you don't have the card with you, have its information on hand. You can also create an account through [singlecare.com](http://singlecare.com) or through their app. Creating and activating an account is free.

## **If I have insurance or Medicare, can I still use SingleCare?**

Yes, but you can't use it in conjunction with insurance or Medicare. For example, if you go to your pharmacy to pick up a prescription, you can't pay for the prescription with both your insurance and SingleCare. You would either pay using your insurance price or SingleCare.

## **When should I use SingleCare instead of Medicare?**

SingleCare can help people Medicare save on prescriptions when:

- You don't have drug coverage through Medicare Advantage or Medicare Part D
- SingleCare prices are lower than your Medicare copay or coinsurance
- Your medication isn't covered by your Medicare Part D plan
- You're in the Medicare donut hole (AKA the coverage gap).

(Please Note: Using discount cards like SingleCare instead of Medicare, your out-of-pocket costs will not apply to your Medicare deductible).

### **Can I use SingleCare for my entire family?**

Yes, SingleCare works for everyone. Also, SingleCare can be used for pet prescriptions you normally pick up at your pharmacy. However, you cannot use it when picking up a pet prescription at the veterinarian's office.

### **How do I use my SingleCare card?**

To use your SingleCare card, just present it to your pharmacist when picking up your prescription and let them know you would like to use it to pay for the prescription.

### **Will SingleCare always be less expensive than my insurance or other discount programs, like GoodRX?**

Not necessarily. It depends on your insurance, the prescription, and the pharmacy where you are picking it up from. Example: A person with insurance is prescribed a sleeping aid to take each night. Without insurance, the month-long prescription would cost \$86.52. With the person's insurance, it costs \$9 at Hy-Vee. Using SingleCare, at Hy-Vee it would cost \$31.88, but \$7.93 at Walmart. Using GoodRX, it would be \$21.55 at Hy-Vee and \$16.56 at Walmart. Just like anything, you have to shop around for the best deal.

### **How do I know how much SingleCare would save me on my prescription?**

You can check online at [singlecare.com](https://singlecare.com), use the SingleCare app, a free downloadable app that can be found on the Apple App Store or Google Play, or by calling 844-234-3057. You can also ask your pharmacist to check the difference in price between insurance or medicare and SingleCare.

### **Which pharmacies accept SingleCare?**

All major pharmacies accept SingleCare, including Hy-Vee, CVS, Walmart, Walgreens. Regarding smaller pharmacies, you would have to check with that specific pharmacy if they accept discount cards like SingleCare.

### **Is SingleCare worth it?**

So far in 2022 (as of August 2), Siouxlanders have saved \$31,512.98 on their prescriptions using SingleCare. Since 2008, Siouxlanders using SingleCare have saved \$464,598.02.