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State of Vermont

Department of Vermont Health Access (DVHA)

NOB 1 South, 280 State Drive

Waterbury, VT 05671-1010

April 30, 2020

## **IMPORTANT: Information on Pharmacy Discount / Saving Cards**

We have recently noticed that some pharmacies are billing cards such as GoodRx, SingleCare and other Pharmacy Discount and Savings plans in place of the member's primary insurance.

- These discount cards are not insurance plans.
- Patients who have Medicare, including Part D, Medicaid or any state or federal prescription insurance can only use the drug discount card if they choose not to use their government-sponsored drug plan for their purchase. The card is not valid if used in combination with those programs.
- If a primary insurer rejects a claim, every effort should be made to resolve the claim issue with the primary insurer. Substituting a discount card in place of primary insurance is not acceptable.
- If the pharmacy staff does not know the primary insurance in which the member is enrolled, please ask the member to provide this information.
- DVHA is the payer of last resort. Claims that are billed with a discount card as the primary insurance and submitted to DVHA as the secondary payer are subject to recoupment and may be subject to further review by Program Integrity.

For questions, please contact the Change Healthcare Pharmacy Help Desk at 1-844-679-5362 or send inquiries via email to [PBA\\_VTHelpdesk@changehealthcare.com](mailto:PBA_VTHelpdesk@changehealthcare.com). Thank you for your ongoing support of DVHA's pharmacy benefits programs.