

General Information about SingleCare

SingleCare is a FREE prescription savings program. We believe consumers should be able to compare costs for prescriptions and afford their medications without worrying about networks, coverage limitations, or deductibles. SingleCare is FREE, members save money when they fill a prescription using their SingleCare and only pay for the discounted price.

SingleCare is accepted at the following pharmacies. The SingleCare DentalPlans card has two pharmacy specific cards (CVS & Walmart) that are retrieved from <https://singlecare.com/dentalplans> which allow for better pricing but is limited to use only at those pharmacies; CVS and Walmart. Members should verify the PCN listed on their SingleCare card or coupon. The PCNs – WM1 (Walmart) and CV1 (CVS) can only be used at those specific pharmacies. The all access SingleCare card PCN is SC1 and this can be used at any of our in-network pharmacies, including CVS and Walmart.

Visit <https://support.singlecare.com/> for more general information about SingleCare.

Pharmacy would not accept the discount, price was incorrect

SingleCare has a contractual agreement with each pharmacy in our network to accept our discount cards. On occasion, members may encounter a pharmacist that is not fully aware of the details of the partnership their pharmacy has with us. We sincerely apologize for this inconvenience.

The easiest way to resolve this is to contact the SingleCare team at (844) 329-6174. When speaking directly with one of our specialists, members would need to provide the following information:

- Member Information:
 - Name
 - Telephone number
- Pharmacy Information:
 - Name
 - Address
- Prescription Information:
 - Medication
 - Dosage
 - Quantity
- Reason why the pharmacy did not accept the coupon.
 - The SingleCare Team will escalate the issue to the pharmacy marketing team. To avoid any further delay with getting medications, we suggest taking the prescription to another in-network SingleCare pharmacy.



Member should be aware that the prices found using the SingleCare pricing tool are estimated prices and the pharmacy would provide an exact price when the member picks up their medication. Although we try to be transparent and precise with our pricing, there may be times when the exact price of the medication at the pharmacy is a few dollars more than the estimated price of the medication on our pricing tool. This may occur due to changes in the market and pharmacy relations. If members experience an issue with the exact price of the medication being higher than the estimated price on the SingleCare pricing tool, they should contact the SingleCare Team at (844) 329-6174. The SingleCare Team would need the following information to research the price discrepancy:

- Member's Name
- Member's DOB
- Medication Name
- Pharmacy Name
- Estimated price listed on the SingleCare pricing tool and the exact price the member was charged at the pharmacy.

DISCOUNT WAS NOT ACCEPTED BECAUSE PRESCRIPTION IS A CONTROLLED SUBSTANCE

SingleCare is unable to require that the pharmacy fill a prescription or accept our discount card for opioid controlled substances. Discounts for controlled substances are honored at the discretion of the individual pharmacy. Effective June 1st, 2018, Walmart is the only SingleCare partner pharmacy that will no longer accept (any) cash cards for opioid controlled substances. They are, however, still accepting the SingleCare discount for non-opioid controlled substances. Walmart will still process opioids through us, however no savings will be applied. Members can still redeem our discounted prices for (all) controlled substances at any other SingleCare partner pharmacy. We understand how important it is to have access to affordable prescriptions and sincerely apologize for any inconvenience this may have caused.

PHARMACY WON'T ACCEPT THE COUPON

SingleCare has a contractual agreement with each pharmacy in our network to accept our discount cards. On occasion, members may encounter a pharmacist that is not fully aware of the details of the partnership their pharmacy has with us. We sincerely apologize for this inconvenience.

The easiest way to resolve this is to contact the SingleCare team at (844) 329-6174. When speaking directly with one of our specialists, members will need to provide the following information:

- Member Information:
 - Name
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 - Medication
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- Quantity
- Reason why the pharmacy did not accept the coupon.
 - The SingleCare Team will escalate the issue to the pharmacy marketing team. To avoid any further delay with getting medications, we suggest taking the prescription to another in-network SingleCare pharmacy.

CALLED THE PHARMACY AND THE QUOTE THEY GAVE ME DOES NOT MATCH THE COUPON PRICE

The SingleCare prices given on our website are generally very accurate for each pharmacy. There may be multiple reasons why the price that was given on our website is different from the price the pharmacy gave over the phone. When calling over the phone, the pharmacy is only able to give you the cash price (no discount or insurance applied) of the medication rather than processing the medication with the SingleCare discount. This is because the pharmacy is unable to process a claim without a prescription. We suggest going to the pharmacy, with the prescription and SingleCare card in order to get an exact quote.

Price Transparency and Look up Tool

Pricing information is available on our website. Members can visit <https://www.singlecare.com/dentalplans>

PRICING TOOL

- Go to <https://singlecare.com/dentalplans>
- In the Search bar, type the name of the medication and click Search. *** When typing the medication name, a list will populate with the brand and generic versions of the medication
- The option is available to type the entire medication name or select from the list of medications that populate
- Enter the zip code in the city field in order to see prices at local pharmacies
- Use the drop-down menus to select the correct form, strength and quantity of the medication
- Prices are displayed with:
 - The lowest price listed first
 - Any additional coupons that can be used for the medication
 - A "Get free coupon" link next to each price that provides a digital SingleCare card

CANNOT FIND A PRICE FOR SPECIFIC DOSAGE, QUANTITY, BRAND, GENERIC, ETC.

Member can go to the SingleCare pricing tool to search for their medications: <https://www.singlecare.com/dentalplans>. After entering the zip code in the city field to see prices at local pharmacies, members should use the drop-down menus below the medication name to select the correct form, strength and quantity of the medication. If the options are unavailable, that does not mean that the specific form, strength or quantity of the medication is not available for a discount. This means that the medication is not available for a price estimate in our pricing tool. Additionally, some medications are not listed in the pricing tool. If this happens, then the member should take their prescription, along with their SingleCare card to the pharmacy to inquire if the medication is available for a discount and get an exact price quote.



DAY SUPPLY VS. ACTUAL QUANTITY FILLED

The SingleCare pricing tool, provides estimates on medications based on the quantity of the medication, rather than the day supply. For example, if a member takes the medication Warfarin Sodium, 5 MG, twice daily, that member would need to select a quantity of 60 tablets in the pricing tool in order to get an accurate price estimate for a 30-day supply of the medication. Our pricing tool may not have the quantity of the medication that is needed. If this is the issue, we suggest going to the pharmacy, with the prescription and SingleCare card in order to get an accurate quote on the quantity that is needed.

HOW TO ADVISE A CUSTOMER ON HOW TO GET A COUPON IF THEY DO NOT HAVE A PRINTER

SingleCare members have the ability to text, or email a coupon, if they do not have access to, or do not want to use a printer. Members would simply use the pricing tool at: <https://www.singlecare.com/dentalplans>. Then, select text or email instead of print, from the "Get free coupon" button. Members can also contact the SingleCare team at (844) 329-6174 to request that a coupon is sent to them via text or email.

HOW DO ADVISE A CUSTOMER ON HOW TO REQUEST A PERMANENT (PHYSICAL) DISCOUNT CARD

If you purchase a Dental Plans policy, any of the kits you receive from them will have a physical SingleCare card. Or you can visit <https://www.singlecare.com/dentalplans> and choose "get a card".

WHAT IS THE DIFFERENCE BETWEEN CARD AND COUPON

The SingleCare discount cards and coupons have the same information for the pharmacy to process discounts on prescriptions. Printed on both the card and coupon will be the pharmacy processing information: Authorization/Member Number, BIN, GRP and PCN numbers. The pharmacy inputs the processing information into their system to process claims and provide a discount for the medication. Members should always check <https://singlecare.com/dentalplans> for current prices before purchasing medications. Additionally, some medications are eligible for special pricing. In order for members to get the guaranteed price for a medication that is eligible for special pricing, the member must use the coupon from the website with the digital SingleCare card information printed on it. Although the coupons have the same information as the physical discount cards, the special pricing medications have dedicated processing information to ensure that members receive the guaranteed price listed on our website's pricing tool. Members can contact the SingleCare team at (844) 329-6174 to inquire if their medication is available for special pricing.

DO COUPONS EXPIRE? ARE COUPONS REUSABLE?

The SingleCare discount card does not expire and does not require activation. SingleCare coupons are generated with a digital SingleCare card printed on it. The pharmacy can store this information in their system, and it can be used on different medications, an unlimited amount of times; just like the physical discount card. Coupons printed for special pricing medications are only good for the current fill of that medication. Although the medications on our special pricing list are guaranteed, the price can change from month-to-month. The special pricing list is



reevaluated frequently to ensure that we are providing the best discounted price for medications that our members use most frequently. Members should always check <https://singlecare.com/dentalplans> for current prices before purchasing prescriptions and printing coupons.

MEMBER CANNOT PRINT A COUPON, NEED INFORMATION TO FIND THE CAUSE.

SingleCare apologizes for any difficulties experienced with printing a coupon from our website. We provide alternative options to get a coupon via text or email if the printable version is unavailable:

How to Text/Email a Coupon:

1. Search the medication on <https://singlecare.com/dentalplans> and select the pharmacy with the price that is best for you.
2. Then, select the "Get free coupon" link next to the price to reveal the coupon (digital SingleCare card attached).
3. Once you select, "Get free coupon," instead of printing a coupon, select the option for text or email.
4. Depending on the option that you choose, you would enter your cell phone number or email address.
5. A coupon with a digital SingleCare card attached will be sent to you within minutes.

If you continue to experience technical difficulties with the text or email options, try updating your current web browser to the latest version. Additionally, we recommend using a different web browser, preferably, Firefox or Google Chrome. The SingleCare Team is always available to provide assistance by calling us at (844) 329-6174.

INCOMPATIBLE WEB BROWSER CAUSING TECHNICAL ISSUES.

SingleCare apologizes for any difficulties experienced with our website. Try updating your current web browser to the latest version. Additionally, we recommend using a different web browser, preferably, Firefox or Google Chrome. If you continue to experience technical difficulties, the SingleCare Team is always available to provide assistance by calling us at (844) 329-6174.

HOW ACCURATE ARE PRICES ON SINGLECARE.COM?

The SingleCare medication pricing tools (website and app) are updated on a monthly basis. The estimated medication prices are usually very accurate. Through the SingleCare pricing tool, members are able to search and determine which pharmacy and price is best for them. SingleCare partners directly with pharmacies to ensure prices lower than U&C price (or "cash price") for individuals not purchasing with insurance. SingleCare also analyzes consumer demand for medications and makes pricing adjustments accordingly. Members should always check <https://singlecare.com/dentalplans> for current prices before purchasing prescriptions.

I CAN'T FIND MY PHARMACY ON SINGLECARE.COM

The SingleCare pharmacy savings card is accepted nationwide at over 35,000 pharmacies, including CVS, Target, Longs Drugs, Walmart, Kroger, Fry's, Harris Teeter, Walgreens and Duane



Reade. SingleCare does contract with other small chain pharmacies, such as Fred Meyer and Mariano's Pharmacies. The best way for members to verify if a pharmacy is in-network with their SingleCare card, is by visiting: <https://singlecare.com/dentalplans> and searching the medication they want to receive a discount on. Members should use their current location or enter their zip code to see the in-network pharmacies in their area. If the pharmacy does not appear while searching, this means that SingleCare is not in-network with this pharmacy. Unfortunately, SingleCare has a limited pharmacy network and are not currently adding new pharmacies at this time.

MY PHARMACY DOESN'T HAVE MY DRUG IN STOCK – WHY ARE YOU LISTING A PRICE FOR THEM?

The SingleCare pricing tool offers price estimates for medications at our in-network pharmacies. This means that for every medication that is normally provided by that pharmacy, SingleCare will display a price estimate on our website. SingleCare does not have access to the stock information for each individual pharmacy we are partnered with. If the pharmacy is out of stock of the medication at this current time, we suggest using another in-network SingleCare pharmacy to purchase the medication. The pharmacy would normally advise when the medication will be back in stock. Additionally, the SingleCare Team is available at (844) 329-6174 to provide assistance with finding another pharmacy.

SingleCare is not Insurance and cannot be used in conjunction with Insurance

CAN SINGLECARE BE USED WITH INSURANCE?

SingleCare is not insurance, therefore, it does not work as a secondary insurance plan. The SingleCare card cannot be combined with insurance to lower co-pays. However, members can use their SingleCare card instead of their insurance plan, for medications that are not covered, or if the SingleCare price is less than their co-pay. This means that any prescriptions filled using the SingleCare card will not automatically count towards insurance deductible. We suggest that members contact their insurance plan to inquire if they can submit receipts for prescriptions purchased using their SingleCare discount card. The members' insurance plan will advise if they will allow for members to submit receipts for potential reimbursement and/or credit towards their deductible and other policy limits.

CAN SINGLECARE BE USED WITH MEDICARE?

SingleCare can be used by anyone, regardless of insurance status. SingleCare is not insurance, therefore, it does not work as a secondary insurance plan. The SingleCare card cannot be combined with Medicare Part D or a Medicare Advantage plan. However, members can use their SingleCare card instead of their Medicare coverage, for medications that are not covered by Medicare, or when medications cost more in the Coverage Gap (Donut Hole). Prescriptions filled using the SingleCare card will not automatically count towards the member's Medicare Part D deductible or Coverage Gap limits. We suggest that members contact their insurance plan to inquire if they can submit receipts for prescriptions purchased using their SingleCare discount



card. The members' Medicare plan will let them know if they will allow for members to submit receipts for potential reimbursement and/or credit towards their deductible and coverage gap limit.

SingleCare cannot be used as proof of Medicare Part D coverage, as the SingleCare discount card is not insurance. If a member is eligible to enroll into a Medicare Part D plan, but does not join when first eligible, members can be charged a Late Enrollment Penalty (LEP). The LEP is a permanent increase to their Part D premium, unless they can provide proof that they have had other creditable prescription drug coverage.

DOES SINGLECARE WORK ON PET MEDICATION?

The SingleCare discount card can ONLY provide discounts on pet medications that are also human medications. If the medication is available at a pharmacy, we will most likely offer a discount. For example, if the pet is prescribed Amoxicillin, members can pick it up at the pharmacy and it is eligible for a discount. However, if the member's pet is prescribed Trifexis, they will not be able to use the SingleCare card to get a discount, as the medication is only for animal use and is not available at a pharmacy.

REQUEST FOR MEDICAL ADVICE

The SingleCare Team are not medical professionals; therefore, we are prohibited by law to provide medical advice or direct care. We recommend that members contact their prescribing physician regarding concerns they may have on a specific medication and/or its alternatives. A physician can direct on what medications are best for the member's specific medical need.

DO YOU HAVE OVER THE COUNTER (NON-PRESCRIPTION) COUPONS AND PRICES?

The SingleCare's prescription discount cards are only available for use on prescription medications. Some over-the-counter medications, such as Ibuprofen, have stronger forms that require a prescription, and that form may be covered. Additionally, if a medication is Over-The-Counter (OTC), but a physician can write a prescription for it, the SingleCare card can be used to get a discount on that medication. For example, if a member's doctor prescribes them Ferrous Sulfate (Iron Supplement), they are able to take the prescription to the pharmacy with their SingleCare card and get a discount. However, if a member did not have a prescription for the Ferrous Sulfate (Iron Supplement), and decided to purchase it OTC, then the medication is not eligible for a discount with the SingleCare card.

HOW TO TRANSFER A PRESCRIPTION

Transferring a prescription is an easy process and can be completed in just a few hours. The easiest way to transfer a medication is to contact the new pharmacy where the member wants to get the medication and provide the following information:

- Member Information:
 - Name
 - Date of Birth
 - Phone number
- Prescription Information:



- RX(Prescription) number
 - Dosage
 - Quantity
- Current pharmacy Information:
 - Pharmacy name and location
 - Pharmacy phone number
- SingleCare Discount Card/Coupon Information
 - Authorization number
 - BIN number
 - Group number
 - PCN

Once the information has been provided, the new pharmacy will contact the current pharmacy in order to complete the transfer.

