

Co-op Connections Program

HOW YOU CAN SAVE WITH YOUR AEC CONNECTIONS CARD PRESCRIPTION BENEFIT

How much will I save?

The discounts save you 10 percent to 60 percent on prescriptions at more than 48,000 pharmacies nationwide, including CVS, Walgreens, Wal-Mart, Food City and more.

How much does it cost?

Your pharmacy discounts are provided as part of your AEC Co-op Connections Program at no cost.

Does everyone in my family need an individual card?

No. One card can be used by the entire family.

I just received my card. Can I use it right away?

Yes. Just present your card and prescription at a participating retail pharmacy to receive a discount at the time of purchase.

I've lost my card. How can I get a replacement?

Please contact AEC Member Services.

How are these pharmacy discounts different from traditional prescription insurance?

This plan is not insurance; it is a pharmacy discount offer. The card provides immediate discounts at the pharmacy. Upon presenting your card to the pharmacist, you will pay the lower of a discounted price or the pharmacy's regular retail price. There are no forms to fill out and no limit to the number of times you can use the card. These discounts are available only at participating retail pharmacies.

Can I use my Co-op Connections Card with my current insurance benefit to reduce my costs?

Your card cannot be used in conjunction with insurance. However, use your card to purchase at a discounted rate prescriptions not covered by your insurance plans.

Where can I get a list of pharmacies that accept the card?

The Co-op Connections Card is accepted at more than 48,000 retail pharmacies nationwide, including CVS, Walgreens, Wal-Mart, Food City and more. You can find participating pharmacy locations at locateproviders.com.

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 find the discounted price by visiting rxpricequotes.com.

Will I always receive the lowest price?

Yes. You will receive the best price available to you through this program at the pharmacy. On occasion, pharmacies will price a particular medication lower than the discounted rate provided by the card. If that occurs, you will receive the lower price.

Why did the price of my prescription change since my last purchase?

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

What is the mail-order program?

To ensure that members always save money on their prescription drugs, a unique mail-order program was created to complement the network pharmacy benefit. Because most maintenance (long-term) medications are purchased in 90-day supplies, members maximize savings and have the convenience of home delivery (at no additional charge) by ordering through the mail-order option.

For providers:

- Call 1-800-800-7616 for Consumer Services if you have questions or need a provider.
- Log on to locateproviders.com and use the Group and Member numbers from the back of your card to search for providers.
- Log on to rxpricequotes.com to search by drug and ZIP code.

Pharmacist Help Desk:

- For questions about joining or processing, call the Help Desk at 1-877-448-6182.
- You can also email nominations@newbenefits.com to join.

Pharmacy discounts are not insurance and are not intended as a substitute for insurance.

ADDITIONAL TERMS AND CONDITIONS. The Co-op Connections Card has no cash value and is not redeemable for cash. The card is nontransferable and may be used only by the co-op member to whom it is issued. You must present your card to receive discounts at participating businesses. Any unauthorized reproduction or misrepresentation of the card is strictly prohibited. Neither Touchstone Energy Cooperative, Inc. nor any Touchstone Energy cooperative has any responsibility and shall not be liable for any problems with any products or services provided by participating businesses or for any inaccuracy in those businesses' advertising or marketing. The card is the property of Touchstone Energy, and your right to use the card may be terminated at any time by Touchstone Energy or Appalachian Electric Cooperative without notice. Discounts or offers available through the card may also change from time to time without notice. Each participating business will decide the terms of the discount it offers under this program, and some products or services may not be included. Please check with the participating business before making your purchase. Other terms and conditions of the Co-op Connections Card program are subject to change and may be posted at any time on Touchstone Energy's website at connections.coop or AEC's website at aecoop.org without notice. Your use of the card means that you accept these terms and conditions.