# Member Cannot Afford Medication (Alternatives and Financial Assistance)

[Prescriptions at Discounted Rates and Subsidies](#_Toc192053870)

[Related Documents](#_Toc192053871)

**Description:** Use when a member states that they are not able to afford the cost of a prescription. This includes the sources that members can follow to determine if they are able to receive financial assistance.

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| Prescriptions at Discounted Rates and Subsidies |

Some pharmaceutical companies offer prescription assistance programs to individuals and families with financial needs. The member can contact the manufacturer directly to determine if options are available to them.

Copay assistance programs are not available to patients receiving prescription reimbursement under any federal, state, or government-funded insurance programs (**Examples:** Medicare including Part D, Medicare Advantage, Medigap, Medicaid, TRICARE, Department of Defense, or Veterans Affairs programs) or where prohibited by law or by the patient’s health insurance provider.

High ImportanceOur PBM is not affiliated with any of these programs. We do not assist with enrollment for the programs listed below. Not all benefit discounts can be applied to Mail Order Prescriptions.

**Note:** The research is the responsibility of the member. We provide the web sites and/or phone numbers as suggestions only to assist the member in their attempt to locate financial assistance.

Communicate to member:

* These programs may or may not be used in conjunction with your prescription benefit.
* Some of the programs may require the completion of an application to determine if you are eligible for assistance.
* By using one or any of these programs, it is possible that out-of-pocket costs may not be applied toward your plan accumulators (**Examples:** Deductible, maximum out of pocket limit and/or maximum allowed benefit).
* These programs are not offered through CVS Health or their prescription benefit. For more information, they should contact the resource they are interested in directly.

Before offering the options below, convey empathy to the member and educate them about cost-saving therapeutic alternatives or generics and filling prescriptions through the Mail Order pharmacy, if applicable.

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| **Name** | **Website/Contact** | **Additional Information** |
| AbbVie | [www.abbvie.com](http://www.abbvie.com) or **1-800-222-6885** | Prescription Saving Programs for uninsured, insured or Medicare patients. |
| Amgen Assist 360™ | <https://www.amgenassist360.com/patient/> | Copay card assistance (benefits/cost) with Amgen products. |
| Astra Zeneca | [AZandMe.com](https://www.azandmeapp.com/) or **1-800-AZandMe (292-6363)** | Prescription Savings Program for uninsured and Medicare patients to gain access to AstraZeneca medications. |
| Beyond Type 1 | <https://beyondtype1.org/> or **1-650-924-5959** | $35 monthly copays for Lilly Insulins, it is a nonprofit organization changing what it means to live with diabetes. |
| Blink Health | [www.blinkhealth.com](http://www.blinkhealth.com) or **1-844-265-6444** | Blink Health is driving down the cost of prescription drugs in America with up to 80% savings on prescription medications. |
| Dexcom | <https://assistance.dexcom.com/> or **1-833-235-9634** | Dexcom Patient Assistance Program offers discounts to residents who are at or below an identified poverty line. |
| GoodRx | [www.goodrx.com](http://www.goodrx.com) | GoodRx provides prices and discounts for prescription drugs to save you up to 80% with a free mobile app available. |
| GSK | [GSKforyou.com](https://gskforyou.com/) or **1-866-GSK-FORU (475-3678)** | GSK Patient Assist Program provides certain GSK medicines at no cost to eligible applicants. |
| NovoCare | <https://www.Novocare.com> or **1-844-Novo4Me (668-6463)** | Assistance for Novo Nordisk products. |
| Dupixent My Way | <https://www.dupixenthcp.com/patient-support/dupixent-myway> or **1-844-387-4936** | Copay card assistance (benefits/cost) with specialty medication. |
| HealthWell Foundation | [www.Healthwellfoundation.org](http://www.Healthwellfoundation.org) or **1-800-675-8416** | Assists those during the COVID-19 ancillary costs and provides financial assistance to help with:   * Prescription copays * Health insurance premiums, deductibles, and coinsurance * Pediatric treatment costs * Travel costs * Behavioral health services |
| Janssen | [JanssenCarePath.com](https://www.janssencarepath.com/referee/) or **1-877-CarePath (227-3728)** | Janssen Rebate Program for patients 6 years of age or older for Remicade or Infliximab with commercial or private health insurance. |
| Lilly | <https://www.lillycares.com/> or **1-800-545-6962** | Patient Assistance Program helps provide financial assistance with medications from Lilly Care (Trulicity). |
| MED D Only – Payment Assistance Options | [Compass MED D - Low Income Subsidy (LIS) Informational Overview (018616)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=93b72be9-06a0-4bd8-9177-7f2c41653f9e)  [Compass MED D - Handling State Pharmaceutical Assistance Program (SPAP) Calls (062888)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3bc517e5-7747-419a-a106-523403d686dc)  **Manufacturer Pharmaceutical Assistance Programs:** <https://www.medicare.gov/plan-compare/#/pharmaceutical-assistance-program?year=2025&lang=en> or Explore your Medicare coverage options  [Compass MED D – Medicare Prescription Payment Plan Guidelines (066963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54f362a8-c10b-43c3-b4dd-124af1173532) | * Extra Help is a Medicare program that helps pay your Medicare drug costs. * Medicare Savings Programs are State-run programs that might help pay some or all of your Medicare premiums, deductibles, copayments, and coinsurance. * State Pharmaceutical Assistance Programs are Programs that might include coverage for your Medicare drug plan premiums and/or cost sharing. * Manufacturer Pharmaceutical Assistance Programs are Programs from drug manufacturers to help lower drugs costs for people with Medicare. * The Medicare Prescription Payment Plan option might help you manage your monthly expenses, but it doesn’t save you money or lower your drug costs. |
| Medicine Assistance Tool | [www.mat.org](http://www.mat.org) or **1-571-350-8643** | PhRMA’s Medicine Assistance Tool (MAT) is a search engine designed to help patients, caregivers and health care providers learn more about the resources available through the various biopharmaceutical industry programs. MAT is not its own patient assistance program, but rather a search engine for many of the patient assistance resources that the biopharmaceutical industry offers. |
| Merck | [www.merckhelps.com](http://www.merckhelps.com) or **1-800-727-5400** | Merck patient assistance program to help patients with medication (Januvia). |
| NeedyMeds | [www.needymeds.org](http://www.needymeds.org) or **1-800-503-6897** | NeedyMeds is a 501(c) (3) national non-profit that connects people to programs that will help them afford their medications and other healthcare costs. |
| Novo Nordisk | [Novocare.com](https://www.novocare.com/) or Diabetes: **1-844-Novo4Me (668-6463)**  Obesity: **1-888-809-3942**  Growth Hormone: **1-888-668-6444**  Hemophilia: **1-844-668-6732**  Primary Hyperoxaluria Type 1 (PH1): **1-844-906-5099** | Prescription Saving Program to help with Novo Nordisk medications (Ozempic/Wegovy). |
| Omnipod | [www.omnipod.com](http://www.omnipod.com) or **1-800-591-3455** | Omnipod Financial Assistance. |
| Pan Foundation | [www.panfoundation.org](http://www.panfoundation.org) or **1-866-316-7263** | Specialty Medications that include COVID-19 treatment and a prevention fund. |
| Patient Advocate Foundation | <https://www.patientadvocate.org/> or **1-800-532-5274** | Patient Advocate Foundation is a national 501 (c)(3) non-profit organization which provides professional management services to Americans with chronic, life threatening and debilitating illnesses. |
| Pfizer RxPathways | <https://www.pfizerrxpathways.com/> or **1-844-989-7284** | Pfizer Patient Assistance Program is to help patient with medications. |
| Prescription Hope, Inc. | [www.prescriptionhope.com](https://prescriptionhope.com/) or **1-877-296-HOPE (4673)** | Offers multiple manufacturer assistance programs, on a pre-qualification basis. |
| Rx Assist | [www.rxassist.org](http://www.rxassist.org/) \***Website only**\* | Offers a comprehensive database of patient assistance programs. It includes practical tools, news, and articles so that health care professionals and patients can find the information they need. |
| RX Assistant Programs | [www.rxassistantprograms.com](http://www.rxassistantprograms.com) or **1-888-344-8915** | Rx Assistant Programs can help apply for patient assistance programs offered by pharmaceutical companies to get brand name medications at little or no cost. |
| Rx Outreach | [www.rxoutreach.org](http://www.rxoutreach.org) or **1-888-796-1234** | Rx Outreach is a nonprofit pharmacy committed to helping people get the medications they need at an affordable price. |
| Script Save | <https://www.wellrx.com/discount-pharmacy-prices> or **1-800-407-8156** | Save an average of 65% and in some cases up to 80% on prescriptions. Get coupons for purchases at local pharmacies. |
| SHIP (State Health Insurance Assistance Program) | <https://www.shiphelp.org/> or **1-877-839-2675** | The State Health Insurance Assistance Programs (SHIPs) provide local, in-depth, and objective insurance counseling and assistance to Medicare-eligible individuals, their families, and caregivers. |
| Simplefill | <https://simplefill.com> or **1-877-386-0206** | Simplefill provides prescription advocate programs for over 1500 drugs.  It is a program dedicated to offering efficient assistance for patients who are prescribed unaffordable medication(s). We do this by using the available programs offered through the pharmaceutical companies and foundations that offer grant funding for chronic diseases. |
| Single Care | <https://www.singlecare.com/> or **1-844-234-3057**  Provider Support: **1-800-960-6918**  Pharmacist (for help in processing):  **1-800-974-3135** | Single Care provides prices and discounts for prescription drugs to save you up to 80% and a free mobile app is available. |
| SSA | <https://www.ssa.gov/benefits/medicare/prescriptionhelp.html> <http://www.socialsecurity.gov/prescriptionhelp> or **1-800-772-1213** | Social Security Administration. |
| Takeda | <https://www.helpathandpap.com/> or **1-800-830-9159** | Help at hand is a program for people with no or low insurance who need assistance paying for their Takeda medicines. |
| USA Rx | <https://usarxpartners.com/> | Save up to 70% on prescriptions with online and mobile app with options to purchase online or obtain coupon for local pharmacies. |

[Top of the Document](#_top)

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| Related Documents |

[MED D - Low Income Subsidy (LIS) Informational Overview (018616)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=39c4d667-eb19-4bde-9ec0-bdcda34aa0dd)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Top of the Document](#_top)

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