

PDR® Pharmacy Discount Card

Powered by
BioScrip PBM Services, LLC

Member Terms & Conditions

Entire Agreement: All provisions under this agreement, discount card and product descriptions constitute the entire agreement between BioScrip PBM Services and the member. This plan is not currently available where prohibited by law. Participating pharmacies are subject to change without notice and are not available in all areas. Pharmacy prices fluctuate frequently and the plan's pricing tools are for informational purposes only. The plan is governed by the terms and conditions provided at activation.

Grievances: You may file a complaint regarding the availability of contracted discounts or services or other matters relating to the program at any time by calling the toll free number on the discount card or in writing to BioScrip PBM Services address shown below. Your complaint will be acknowledged within 5 business days. We will investigate and provide you with the results of our investigation no later than the 30 business days after we receive the complaint. If you remain dissatisfied after completing this complaint process, you may wish to contact the appropriate regulatory agency in your home state.

Best Efforts: BioScrip PBM Services shall use its best efforts to obtain acceptance from an adequate number of pharmacies that will agree to provide discounts to the members. However, BioScrip PBM Services does not assume any obligation if the pharmacy network is not sufficient to serve members' needs. Members will have free access to participating pharmacies without restrictions such as waiting periods or notification periods.

Member Card: The member will be provided with a discount card. Discount cards may be used by all family members and are valid until canceled. The member will take the card with them to a participating pharmacy and present it to the pharmacist. The pharmacist will then enter the identification number printed on the card into the online computer system and the BioScrip PBM Services prescription discount prices are accessed. The actual cost will be the lower of the contract price or the pharmacy's usual and customary charge that day. There are no enrollment or periodic fees. The participating pharmacy may pay BioScrip PBM Services a fee from amounts the pharmacy collects from the member.

This discount plan is NOT insurance or a Medicare prescription drug plan. The plan is not intended as a substitute for insurance and does not meet creditable coverage requirements under state or federal law. The plan provides discounts at participating pharmacies on certain pharmaceutical supplies, prescription drugs, or medical equipment and supplies. The range of discounts will vary depending on the products received. Members are obligated to pay the pharmacy 100% of the cost for such products at the point of sale. The plan does not pay pharmacies for products provided to members. No enrollment or periodic fees apply. The pharmacy may pay the plan a fee from amounts the pharmacy collects from the member. The discount plan organization is BioScrip PBM Services, LLC, 100 Clearbrook Road, Elmsford, NY 10523, 1-888-818-3939. Customer service is provided by PDR Network, LLC., 5 Paragon Drive, Montvale, NJ, 07645, 1-800-232-7379, www.pdr.net/DiscountCard, customerservice@pdr.net.