



Prescriptive FAQ's

What is Prescriptive?

Prescriptive is a pharmaceutical insurance company that is contracted with pharmacies across the nation to provide lower cost rates for prescriptions.

Why is Cowlitz contracting with Prescriptive?

Tribal Council has asked Cowlitz Health and Human Services to investigate providing benefits to all Cowlitz Tribal Members across the nation, HHS has started with providing prescription coverage so TC can get a good idea of how many uninsured tribal members we have in the nation and what it could look like to cover everyone with more benefits in the future. Cowlitz has been working with Prescriptive for 10 years in our Purchased Referred Care coverage area.

Will this benefit cost me anything?

No, Cowlitz Indian Tribe has a contract with Prescriptive to offer no cost prescription insurance to all Tribal Members outside the PRC coverage area (excluding medications that are not FDA approved, or medically necessary).

Should I use this Prescription Benefit instead of the one my work provides?

No, if you already have insurance coverage through work, please use that as your primary insurance and provide your pharmacy with your Prescriptive card to use as secondary insurance. At that time Prescriptive will cover the cost of co-pays or other out-of-pocket expenses you may have.

What if my pharmacy refuses to take my Prescriptive Insurance?

If a pharmacy refuses to take your insurance, please call Prescriptive Customer Services at 206-686-9016 or email support@prescriptive.com. You can also pay for your medication out of pocket and get reimbursed for the medication through Prescriptive.

I lost primary insurance coverage, what do I do?

Contact Cowlitz Tribal Member Services at 1-877-COWLITZ and ask for a Public Benefits Specialist, the Public Benefits Specialist will be able to change your prescription plan, so Prescriptive is your primary plan.

What are the benefits of updating my insurance when I get another prescription insurance plan?

Your prescriptions can go towards your out-of-pocket expense on your medical insurance when you use your primary insurance plan. If you do not run your primary insurance, your insurance company does not know you have medications, they will not know the price of prescriptions that need to be taken out of your annual out of pocket expenses.

I have not received my prescription card, what do I do?

Please allow 4 to 6 weeks to receive your card, if it has been longer than 6 weeks, please call 1-877-COWLITZ and we will get another one reissued to you.

I lost my prescription card, what do I do?

Please contact Cowlitz Tribal Member Services and they can get you to a Public Benefits Specialist to request a replacement card.

When will my benefits start?

Cowlitz has set a launch date of March 1, 2024, any member signing up for coverage after that date will have their coverage start the same day they sign up.

How do I know if my pharmacy works with Prescriptive?

On Prescriptive.com you can enter your location and view all in-network pharmacies.

Can I see what pharmacy carries my prescriptions?

Yes, on Prescriptive.com you can sign into your account and enter your medication, our website will show you the closest pharmacies.

Why does my prescription card online have different numbers than my physical prescription card?

Prescriptives online website has a prescription discount card that anyone can receive, the physical card through Cowlitz Indian Tribe is an insurance that only Cowlitz Tribal Members receive.

Should I cancel my Medicare part D?

No. If you cancel your Medicare part D you may get penalized by Medicare.

Who to contact and when to call:

Cowlitz Tribal Member Services 1-877-COWLITZ / Open Monday – Friday 8am - 5pm

Update your insurance information, sign up for benefits, get a replacement card.

Prescriptive Customer Care 206-686-9016 or 425-655-2300 / Open 24 hours

Prescription questions, Financial questions, Pharmacy location questions

Prescriptive Pharmacy Support 512-851-1853

If a pharmacist is having issues with a medication being authorized.

**COWLITZ TRIBAL
MEMBER SERVICES**



1-877-COWLITZ

