

Frequently Asked Questions – Health & Dental

Q: What discounts can residents receive by participating in these programs?

A: For prescriptions, the average savings is 24 percent and can range from 15 percent to 75 percent. For the health discounts, the savings range from 20 percent to 70 percent on a variety of health services. Residents can save 5 percent to 50 percent on dental care and 20 percent for orthodontics.

Q: What are costs for participating in these programs?

A: For counties, there are no costs for participating. These programs are provided to counties as a NACo membership benefit. For residents, the prescription discount card is free. For the health discount program, the fees are \$6.95 a month or \$69 a year for individuals; for families, the fee is \$8.95 a month or \$79 a year. For the dental program, the fees are \$6.95 a month or \$69 a year for individuals and \$8.95 a month or \$79 a year for families

Q: Can residents just choose dental and not participate in the health services?

A: Residents can sign up through the NACo website at www.naco.org. or www.nacohealth.org. There are also toll-free numbers that they can call in case they have questions. For health services, the toll-free number is 1.877.573.2395. For dental, the toll-free number is the same, 1.877.573.2395.

Q: Are there customer service numbers that residents can call in case they have questions?

A: Yes, there are customer service centers for all programs. The customer service number for the prescription program is 1.877.321.2652; for health services, it is 1.877.573.2395; for dental, it is the same number, 1.877.573.2395.

Q: If my county participates in the prescription program, but not the other programs, what does my county need to do to add the other programs?

A: Counties that wish to add the new dental and/or health discount programs can simply fill out the attached form. Check the appropriate boxes for the programs you are adding and submit the form to NACo.

Live Healthy in your county



Q: If my county does not want to add either program, what do we need to do?

A: If your county wishes to maintain the current prescription program and not add the other programs, you do not need to take any action. The amended and restated agreement does not require you to sign a new agreement. The amended terms will automatically become part of your agreement

Q: If my county has already signed a contract, do we need to sign the new one?

A: If you want to continue participating in the current program without change, the answer is "No." If, however, you wish to initiate the dental and/or health discount program, we will need you to fill out the form and submit it to NACo.

Q: We would like to have a new signed agreement for our files. What should we do?

A: If you choose to continue with the current program, sign Exhibit B and return it to NACo. We will return a fully-executed copy to you once it has been signed by all parties. If you choose to implement the \$1 per prescription marketing reimbursement fee and have not chosen this option previously, sign both Rider 1 and Exhibit B and return them to NACo. We will return a fully executed copy to you once it has been signed by all parties.

Q: What does this new contract mean for our residents?

A: The renewed agreement continues the excellent program that has produced 24 percent average prescription savings while adding low-cost dental and health discount programs for your residents. NACo and CVS Health will continue to provide full marketing support and these programs come at no cost to the county and are exclusive membership benefits.

For additional questions, contact Andrew Goldschmidt at 202.942.4221 or agoldschmidt@naco.org.

The Live Healthy discount program is NOT insurance.

*Savings may vary by drug and by pharmacy. Discounts are only available at participating pharmacies.

The Prescription Discount Card is operated by CVS/caremark®.

The Discount Medical Organization for NACo Health and Dental is Alliance HealthCard of Florida.

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