



## WEBSITE FAQs

### What is the Pennsylvania Rx Price Finder?

The Commonwealth of Pennsylvania sponsors the Price Finder, a state funded website, administered by the PACE Program, Pennsylvania's premiere pharmacy benefit for older state residents. It allows consumers to compare prescription drug prices for common drugs.

### Who should use the Price Finder website?

Anyone, with or without drug coverage, may save money by checking drug prices on the Price Finder website.

Persons who are without drug coverage or who have limited drug coverage may find large savings by price shopping on the website.

A patient with drug coverage usually makes a copayment for a drug rather than pay the full price. However, if the insurer limits drug coverage in some way, if the coverage is \$0 for a certain drug, or if the copayment is large or a percent of the total price, then the patient may save money by comparing prices.

Price Finder is a free resource. The website provides the pharmacy telephone numbers, store hours, address, days open, and discounts offered. Up to date prices and details inform consumers.

### How do I get help using the Price Finder?

- For help with using the website: [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or call 800-835-4080.
- For help with price shopping: [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or call 800-835-4080.
- For help with inaccurate prices: [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or call 800-835-4080.
- For help without using the Internet: call 800-835-4080.
- For help with paying for drugs: call 800-955-0989. (Note that you may be asked to leave your name and a telephone number where you can be contacted.)

### How does the Price Finder website get the prices?

Pharmacists provide the date of service and the "usual and customary price" when they bill state-funded drug programs. This price must be the price paid by a cash paying customer without insurance coverage. Price Finder updates prices each week.

## **What should I expect from the Price Finder website?**

Expect to see wide variations in prices!

For example—

**JANUVIA 100 MG, 30 PILLS**  
**ERIE, PA**  
LOW \$356.95    HIGH \$501.43

**ADVAIR DISKUS 250/50, 60 DISKS**  
**SCRANTON, PA**  
LOW \$251.11    HIGH \$329.2

**ATORVASTATIN 10 MG, 30 PILLS**  
**McKEESPORT, PA**  
LOW \$8.39    HIGH \$116.99

**OMEPRAZOLE 20 MG, 30 PILLS**  
**LANCASTER, PA**  
LOW \$20.99    HIGH \$211.20

With Price Finder, you may find a lower cost for a drug that you use. You may also find that the drug is not on the website. Maybe the pharmacy prices are higher than what you pay for the drug. Whatever you find, the Price Finder has help by e-mail at [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or by calling 800-435-4080. We will follow-up with you.

If you are not satisfied or if you are happy with this website, Price Finder wants to hear from you. Complete this [form](#).

## **Why isn't the drug price the same at all places?**

Drug prices vary by strength of the drug, maker of the drug, the amount of drug, and the store selling the drug.

Pharmacies decide what they will charge cash paying clients. There are no prescription price controls in the United States. Prices vary among stores or within one pharmacy over a period of time, and may include a service added to the price of the drug.

## **Why are some drugs not on the Price Finder website?**

The Price Finder includes the most common drugs used by retirees and persons with a disability. The list includes pharmacies from across the state. If no pharmacies have filled a prescription for that drug and strength, then there will be no display for the drug.

Get price help through the Price Finder website by e-mail at [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or by calling 800-835-4080.

### **Are all pharmacies on the Price Finder website?**

Most Pennsylvania pharmacies have drugs listed on the Price Finder. However, there are times when a store is not listed for a certain drug or strength. This is because the store has not recently billed a state-funded pharmacy program for the drug at that strength or quantity.

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### **Why are the prices on the Price Finder website not the same as the prices at the store?**

Sometimes the Price Finder has prices that do not agree with the price offered in the pharmacy.

A pharmacy may change prices frequently, perhaps day to day. If a store changes the price but has not recently sent in a billing for the drug to one of the state-funded pharmacy programs, the price at the store will not agree with Price Finder. Recent dates should be the most accurate.

If the pharmacy bills the Commonwealth with an inaccurate usual and customary price but collects a different price from a cash paying customer, the Price Finder will have the inaccurate price.

The website sponsors ask that consumers and pharmacists notify Price Finder about price issues by e-mail at [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or by calling 800-835-4080.

### **The Price Finder website shows lower prices than I pay now. What is the next step?**

A good next step for cost saving shopping is to contact the pharmacy to check the current drug price. Price Finder has the store contact details. Your current pharmacy may be willing to match a lower price found at a competing pharmacy.

Before changing stores, a consumer should consider the relationship with the pharmacist, the ease of use, and valued services given by the pharmacy.

### **The Price Finder is missing low cost drugs. Why does the website show a higher price than I pay now?**

State funded pharmacy programs have a client copayment. Pharmacies are not required to bill for drugs that cost lower than the copayment. For example, if a program has a member copayment for \$15 and the drug cost is \$4, the pharmacy does not bill the program for the cost and the data is not part of Price Finder. Price Finder works best for brand name drugs and higher cost generics.

## **How often is the Price Finder website updated?**

The Price Finder updates drug prices weekly based on the pharmacy billings.

## **What if I cannot access the Internet to use the Price Finder website?**

Local libraries and senior centers offer help with Internet access. Help with price shopping is found through the Price Finder website or by calling 800-835-4080.

## **Even after price shopping, my drugs still cost too much. What can I do?**

There are several steps to take to lower your overall drug cost. These links connect to websites that offer prescription drug help.

Pennsylvania Patient Assistance Program: (800) 955-0989

PACE (Pharmaceutical Assistance Contract for the Elderly)

<https://pacecares.magellanhealth.com/>

Pennsylvania Medical Assistance Program

[www.dhs.pa.gov/applyforbenefits](http://www.dhs.pa.gov/applyforbenefits)

COMPASS (online enrollment application)

<https://www.compass.state.pa.us/Compass.Web/public/cmphone>

Ask your doctor to give you samples or to prescribe a generic drug or a lower cost brand name drug. This [link](#) will show where to buy generics at a deep discount.

You may also contact the PACE Clearinghouse at 800-955-0989.

## **How do I get the best results from the Price Finder website?**

Some ways to get the results you are looking for:

- The product you are looking for may be available under more than one name. For example, hydrochlorothiazide and HCZT are the same
- More complete results may be available for another quantity. Using a quantity of 30 often gets a better result
- Extend your search to include a larger geographic area than just one city or one ZIP code
- Check the RESOURCES section of the Price Finder for information about Pharmacies With Low-Cost Generics.

## **How do I get extra help with the Price Finder website?**

Price Finder offers price help for those who use drugs that are not on the Price Finder list of drugs. E-mail [rxpricefinder@magellanhealth.com](mailto:rxpricefinder@magellanhealth.com) or call 800-955-0989.